

**AGREEMENT
BY AND BETWEEN
SOUTHWEST AIRLINES CO.
AND
THE DISPATCHERS
IN THE SERVICE OF
SOUTHWEST AIRLINES CO.
AS REPRESENTED BY
TRANSPORT WORKERS UNION OF AMERICA
LOCAL 550**

Southwest[®]



Effective February 4, 2023

Amendable June 1, 2027

PREAMBLE

THIS AGREEMENT is made and entered into in accordance with the provisions of the Railway Labor Act, as amended, by and between Southwest Airlines Co. (hereinafter known as the “Company” and the Dispatchers in the service of Southwest Airlines Co., as represented by The Transport Workers Union of America Local 550 (hereinafter known as the “Union”).

In making this Agreement, the parties hereto recognize that compliance with the terms of the Agreement and the development of a spirit of cooperation is essential for mutual benefit and for the intent and purpose of this Agreement.

It is hereby mutually agreed:

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Article 1. Scope of Agreement

A. General

1. It is understood that the subject matter of the Agreement is the performance of the Dispatcher functions and the rendering of the customary Dispatcher service to the Company in accordance with regulations, established policies and past practices. Any changes affecting the subject matter of this Agreement may be made only by agreement between the parties or pursuant to the Railway Labor Act.

B. Recognition

1. The Company recognizes the Union as the sole and exclusive bargaining agent of the Dispatchers employed by the Company within the United States, for the purpose of the Railway Labor Act.
2. If a Flight Dispatch Center is established outside the United States, Dispatchers assigned to such center will be covered by this Agreement and will enjoy all rights of the Railway Labor Act in the same manner as if the Dispatchers were located within the United States.
3. Prior to the Company establishing any additional Flight Dispatch Center it will meet and confer with the Union and bargain with the Union regarding bidding, relocation expenses and conditions of employment applicable to the specific situation at least ninety (90) days prior to any bid establishing such Flight Dispatch Center.

C. Scope

1. It is agreed that this Agreement has for its scope the performance of the dispatch function to the Company which includes the dispatch of all Company-operated aircraft regardless of nature of flight.
 - a) For Dispatch purposes, all 14 CFR, FAR Part 91 Operations will be operated to 14 CFR, FAR Part 121 standards as closely as practical.
 - b) No person may start a flight unless an eligible Southwest Dispatcher on the Dispatch Master Seniority List issues the appropriate release.
2. The Company may utilize computer and electronic equipment as an aid, but not as a substitute for, the dispatch function and facility.
 - a) The Company will coordinate with and receive input from the Union on any planned implementation, installation or removal of any equipment, software or automation used in the performance of the dispatch function prior to any such change. The Company will discuss information and include the Union in changes, not merely notify the Union of changes.
3. Except as provided herein, it is the exclusive duty and right of Management to manage and direct the Dispatchers including the right to hire, promote, demote, assign, discipline, discharge and to perform all other inherent rights and duties of management, provided these rights are not used for the purpose of discriminating against any Dispatcher because of membership or non-membership in the Union or in violation of any of the terms of this Agreement. It is further understood that it is the function of Management of the Company to establish policy, regulations and guidelines for the performance of the dispatcher function and it is the duty of the Employees covered hereunder to

render dispatcher services in accordance with Company policies, regulations and guidelines.

D. Status of Agreement

1. It is expressly understood and agreed that this Agreement and Letters of Understanding supersede any and all Agreements now existing or previously executed between the Company and any Union or individual affecting Employees covered by this Agreement.
2. This Agreement will be binding upon any successor, consolidated or merged corporation, and the Company agrees that it will not sell, merge, or in any manner transfer its control over operations unless this Agreement is expressly assumed by the successor, merging, or acquiring company. In the event the entire Company, or division or department thereof covered by this Agreement, is sold, leased, taken over by sale, lease, merger, acquisition, assignment, receivership, or bankruptcy proceeding, such company or division or department thereof covered by this Agreement will continue to be subject to the terms and conditions of this Agreement.
3. The successor, consolidated, or merged corporation will staff the operations described in Section (D.2) above with Employees covered by this Agreement, recognize the Union as their representative and adhere to this Agreement whether or not a question of representation exists, until it is changed in accordance with the requirements of the Railway Labor Act.
4. The Company will not directly or through an affiliate establish any new airline or subsidiary or acquire a controlling interest in any air carrier unless the operations of such carrier are performed by Dispatchers covered under this Agreement, in accordance with the terms of this Agreement, to the same

extent as if the operations were performed in and for the service of the Company, and in accordance with the Railway Labor Act.

5. The Union will be provided with reasonable advance notice of any successorship transaction followed by disclosure of the details of any material agreements related to such transactions in a timely manner, provided that no financial or other confidential business information needs to be disclosed unless suitable arrangements for confidentiality are established.
6. The Company will give notice of the existence of this Agreement to any purchaser, lease, assignee, etc., who is a party to any transaction described in Section (D.2) above. Such notice will be in writing and a copy served upon the Union as soon as practicable after execution of a contract of the nature described herein, provided that the Company will not be obligated to violate any confidentiality or nondisclosure obligations under such contract. The Union will also be advised of the nature of the transaction excluding financial details.
7. In the event the Company, after the effective date of this Agreement, utilizes its equipment or facilities in establishing a new carrier, it is agreed that all work heretofore recognized as work coming within the jurisdiction of the Union and covered by the Collective Bargaining Agreement between the Company and the Union will continue to come within the jurisdiction of the Union, and a contract will be negotiated between the Union and such new carrier.
8. In the case of a transaction covered by this Article, representatives of both the Union and the successor, merged, or consolidated Company will meet without delay for the protection of employee seniority and other employment rights affected by the transaction.

E. Information Sharing

1. The Company agrees to provide the Union upon request, with relevant information necessary for enforcement of this Article subject to the Union's agreement to comply with reasonable restrictions and rules established by the Company for confidential or proprietary information.

F. Cabotage

1. The Company will not allow its code to be used on flights of foreign carriers carrying local revenue passengers or cargo traffic between airports within the United States or its territories.

G. Hold Harmless

1. The Company will indemnify, defend and hold harmless each of the FAA-certificated Dispatchers in the employ of the Company, and the personal estates of any such Dispatcher, from and against any and all liabilities, losses, damages, claims, suits, judgments and all expenses (including reasonable attorneys' fees) arising from or related to the personal injury, death or damage to property of any person resulting from or arising out of any act or omission of such Dispatcher in the course and scope of such Dispatcher's employment. The Dispatcher will cooperate fully with the Company, its insurers and any attorneys retained to represent any of them in the defense of any claims covered hereby.
2. If a Dispatcher receives certificate action, but is found to have been in compliance with Company policies and procedures, he will be retained in a non-regulatory position within the dispatch function (e.g. Assistant Dispatcher, Special Assignment) on full pay and benefit status and remain covered by this Agreement for all purposes. The Dispatcher will also be

retained if the action was without intentional non-compliance to Company policies, procedures or 14 CFR.

H. Re-Opener

1. This Agreement will be reopened for the sole purpose of negotiating wages, bidding and hours or conditions of employment if the Company, during the duration of this Agreement, should establish a new classification of Employees within the bargaining unit and not in existence on the date of this Agreement.
2. The Company has the responsibility to meet and confer with the Union if any of the following should occur during the duration of this Agreement. Disagreements will not hinder or prohibit the Company from moving forward with the operations below.
 - a) Acquire for its use any type of aircraft other than the B737-300, B737-500, B737-700, B737 MAX and the B737-800; or
 - b) Begin conducting aircraft operations limited to cargo only; or
 - c) Begin dispatching any new theatre of operations conducted outside the forty-eight (48) contiguous United States not in existence on the Date of Ratification; or
 - d) Begin dispatching of any new type of operation or operational procedure not in use on the Date of Ratification (i.e., ETOPS, RNP, RNAV, CAT IIIa).

I. Side Letters, Master Contract – Electronic Version, and Administrative Corrections

1. Amendments to Agreement (i.e. Side Letters, Meanings and Intent, Letters of Agreements, etc.)

- a) Either party may, at any time, propose in writing to the other party any amendment to this Agreement. If the amendment is agreed to by both parties, it will be stated in writing, signed by both parties, and will then be incorporated into this Agreement. No amendment will be valid unless it is in writing and signed by both parties.

2. Master Contract – Electronic Version

- a) In an effort to keep Dispatchers informed and contract language easily accessible and understandable, this Agreement will be maintained in an electronic format, which will be called the *Master Contract – Electronic Version*. The Electronic Version will be amended when a Side Letter is executed and will become the updated version and labeled as such. Any modification made by a Side Letter will not affect the current amendable date of this Agreement unless expressly agreed upon by both parties in the Side Letter. The current version of the Agreement will be Version 1. Each subsequent agreed-upon change to the Agreement will be dated and named Version 2, Version 3, etc. Side Letters will be executed in the same historical manner (numbered and documented) but will immediately be integrated into the *Master Contract – Electronic Version* via the Amendments to the Agreement (Side Letters) process.

3. Administrative Corrections

- a) The *Master Contract – Electronic Version* will be used to address certain grammatical and typographical errors. Additionally, any formatting, reference or other administrative errors will be addressed in the same manner as authorized by Article 1.I. These administrative corrections will in no way reflect material changes to the CBA.

- a) The *Master Contract – Electronic Version* will be used to address certain grammatical and typographical errors. Additionally, any formatting, reference or other administrative errors will be addressed in the same manner as authorized by Article 1.I. These administrative corrections will in no way reflect material changes to the CBA.

Article 2. Job Categories

A. The term, “Network Superintendent,” (formerly known as Flight Superintendent or SOD) as used in this Agreement will mean a Flight Dispatcher who is assigned by the Company as such Network Superintendent in order to coordinate the dispatch function, coordinate between other Company departments, and report non-compliance with Company policies, regulations, and guidelines. These duties and responsibilities will include but are not limited to coordinate and execute the flight schedule. This is accomplished by communication, coordination, and collaboration with other operating departments. Such position will not be open to bid, regardless of anything contained in this Agreement. The Company, at its sole discretion, will designate the Employee from the current Dispatch Master Seniority list to occupy such position.

1. “Relief Network Superintendent” means a Network Superintendent who is designated to augment staffing (schedule fallout) or work in place of a Network Superintendent who is on vacation, leave, or is otherwise absent.

B. The term “Dispatch Specialist” will mean a Dispatcher who is designated by the Company as such Dispatch Specialist in order to support all the functions relating to the Company’s flight dispatch operations. These duties will include, but are not limited to: charter duties, maintain the office library, maintain and audit the data in the SWIFT database (and successor database(s)), assist in providing dispatch support, route planning, prepare revisions to the Minimum Equipment List, prepare the modifications to the Operations Specifications, and act as a contact for the FAA in conjunction with Management. Such position will not be open to bid, regardless of anything contained in this Agreement.

The Company, at its sole discretion, will designate the Employees from the current Dispatch Master Seniority list to occupy the Dispatch Specialist position.

1. “Relief Dispatch Specialist” means a Dispatch Specialist who is designated to augment staffing or work in place of a Dispatch Specialist who is on vacation, leave, or is otherwise absent.
 - a) The number of Relief Dispatch Specialist positions will not exceed twenty percent (20%) of the sum of the total number of Dispatch Specialists and Relief Dispatch Specialists, rounded up to the next whole number.
2. Dispatch Specialist(s) will serve as the primary point of contact and will coordinate administrative services for International Operations (e.g. Brokering, Overfly Permits, Landing Permits, Routes, Flight Plan filing, Customs and Immigration, and Security, etc.).
3. Dispatch Specialist(s) will ensure required aircraft documents, (e.g. Air Carrier Certificate, Hull Insurance, Noise Certificate, Contract of Carriage, and any other documents specifically required by the country to which we are operating) are current and available for aircraft involved in ETOPS/Flag operations.
4. Dispatch Specialists will also order and keep a library of pertinent Aeronautical Information Publications (AIPs) for each country including destination(s), alternate(s) and airspace to which Southwest will operate or potentially operate.
5. When the Dispatch Specialist is not available (i.e., unsuccessful callout), depending on the urgency of the matter, another qualified person of the Dispatch Department could make the necessary changes to the data in the

SWIFT database (and successor database(s)).

6. The Company will keep all signing authority for the Operations Specifications, hold Department of Defense clearances and maintain Military operation compliance. Dispatch Management will retain final authority regarding dispatch functions addressed in the Flight Operations Manual and maintain the Dispatch Operations Manual.

a) Manual Revision Discussions

1) When the Company becomes aware of a needed or proposed change that affects the Dispatchers or the Dispatch function in the Flight Operations Manual (FOM), Dispatch Operations Manual (DOM) or any future aircraft dispatcher procedures manual, the Company will explain and discuss the proposed modifications with the Union. It is further agreed that these discussions will commence during the scrub process.

2) Understanding that other department changes could affect the Dispatchers, it is also agreed that these discussions will commence when Dispatch Management first becomes aware of the proposed change.

C. The term, "Dispatch ATC Specialist," will mean a Flight Dispatcher who is designated by the Company as such Dispatch ATC Specialist in order to support all the functions relating to the Company's Flight Dispatch air traffic control operations. These duties will include, but are not limited to, being the primary interface between the Company and Air Traffic Control Operations for daily Flight Dispatch operations, and collaborating, coordinating and communicating as required. Such position will not be open to bid, regardless of anything

contained in this Agreement. The Company, at its sole discretion, will designate the Employees from the current Dispatch Master Seniority list to occupy such positions.

1. "Relief Dispatch ATC Specialist" means a Dispatch ATC Specialist who is designated to augment staffing (schedule fallout) or work in place of a Dispatch ATC Specialist who is on vacation, leave, or is otherwise absent.

D. The term, "Flight Dispatcher," as used herein means an Employee who holds a currently effective Aircraft Dispatcher Certificate of Competency issued by the Federal Aviation Administration (FAA) and who is regularly assigned to be in charge of, and while on duty to be directly responsible for the conduct of flight operations and the dispatch, clearance, and movement of all Company aircraft over the routes under his supervision.

1. "Relief Flight Dispatcher" means a Flight Dispatcher who is to augment staffing (schedule fallout) or work in place of a Flight Dispatcher who is on vacation, leave, or is otherwise absent.

E. The term, "Assistant Dispatcher," as used herein means an Employee who has been designated as such by the Company and is assigned to classroom or on-the-job training and the Assistant Desk. He assists a Dispatcher in the performance of any combination of the duties associated with the dispatch function.

F. The term, "Dispatch Trainer," as used in this Agreement will mean a Dispatcher who is assigned by the Company as such Dispatch Trainer as defined in the Training Article. Such position will not be open to bid, regardless of anything contained in this Agreement. The Company, at its sole discretion, will designate the Employee from the current Dispatch Master Seniority list to occupy such

position.

G. The term, “Competency Check Examiner,” as used in this Agreement will mean a Dispatcher who is assigned by the Company as such Competency Check Examiner as defined in the Training Article. Such position will not be open to bid, regardless of anything contained in this Agreement. The Company, at its sole discretion, will designate the Employee from the current Dispatch Master Seniority list to occupy such position.

H. The term, “Dispatch Continuous Auditing Program (DCAP) Observers,” as used in this Agreement will mean a Dispatcher who is assigned by the Company as such Dispatch Continuous Auditing Program (DCAP) Observers as defined in the DCAP Memorandum of Understanding and in the Training Article. Such position will not be open to bid, regardless of anything contained in this Agreement. The Company, at its sole discretion, will designate the Employee from the current Dispatch Master Seniority list to occupy such position.

Article 3. Compensation

A. General

1. Dispatchers will be placed at the same step of the pay scale in the Rates of Pay section of this Article as they held prior to this Agreement. Dispatchers on steps twelve (12) through fifteen (15) on date of ratification will be placed at step eleven (11), the new top of scale.
2. Except as provided above, Dispatchers will be paid a minimum monthly salary as prescribed in the Rates of Pay section of this Article based upon their total length of service under this Agreement.
 - a) Thereafter, on the anniversary of such Employee's Dispatch date of hire, the Employee will advance to the next step of the pay scale and so on until the Employee reaches the top of the scale.
3. An Assistant Dispatcher will be paid in accordance with his length of service under this Agreement at a rate of ninety-eight (98%) percent of the pay scale in the Rates of Pay section of this Article.
4. Straight time: the method for computing the straight time rate to be used to determine overtime payment will be the Employee's current regular annual rate of pay divided by 1751, plus longevity premium. Shift differentials are not paid at an overtime rate.

B. Rates of Pay

1. Pay Scale

SWA Dispatcher Pay Scale - Monthly						
Step	Current 06/01/19	DOR	Yr 1 06/01/23	Yr 2 06/01/24	Yr 3 06/01/25	Yr 4 06/01/26
1	\$ 5,645	\$ 7,233	\$ 7,450	\$ 7,673	\$ 7,903	\$ 8,140
2	\$ 6,060	\$ 7,788	\$ 8,022	\$ 8,262	\$ 8,510	\$ 8,766
3	\$ 6,603	\$ 8,154	\$ 8,398	\$ 8,650	\$ 8,910	\$ 9,177
4	\$ 7,114	\$ 8,673	\$ 8,933	\$ 9,201	\$ 9,477	\$ 9,761
5	\$ 7,763	\$ 9,089	\$ 9,362	\$ 9,643	\$ 9,932	\$ 10,230
6	\$ 8,312	\$ 9,320	\$ 9,600	\$ 9,888	\$ 10,185	\$ 10,490
7	\$ 8,846	\$ 9,801	\$ 10,095	\$ 10,398	\$ 10,710	\$ 11,031
8	\$ 9,231	\$ 10,138	\$ 10,443	\$ 10,756	\$ 11,078	\$ 11,411
9	\$ 9,607	\$ 10,911	\$ 11,238	\$ 11,576	\$ 11,923	\$ 12,280
10	\$ 9,966	\$ 11,288	\$ 11,626	\$ 11,975	\$ 12,334	\$ 12,704
11	\$ 10,350	\$ 12,661	\$ 13,041	\$ 13,432	\$ 13,835	\$ 14,250
12	\$ 10,704	\$ 12,661	\$ 13,041	\$ 13,432	\$ 13,835	\$ 14,250
13	\$ 11,055	\$ 12,661	\$ 13,041	\$ 13,432	\$ 13,835	\$ 14,250
14	\$ 11,219	\$ 12,661	\$ 13,041	\$ 13,432	\$ 13,835	\$ 14,250
15	\$ 11,507	\$ 12,661	\$ 13,041	\$ 13,432	\$ 13,835	\$ 14,250

2. Premiums

- a) A **Proficiency Premium** of \$75 will be paid once a month on the 20th paycheck to all active Dispatchers.
- b) Dispatchers, who have eleven (11) years of completed service with the Company, will be paid a **Longevity Premium** divided evenly between the 5th and the 20th paychecks. Such premium will be calculated by multiplying \$0.29 times the Dispatcher's years of service with the Company (to a maximum of twenty [20] years). Such premium will be paid in addition to any other pay to which the Employee is entitled and

will be included in the computation of overtime. This premium is an hourly premium based on contractual hours of 1751 and is added to the Dispatchers' pay scale and applicable override(s).

See example below for Longevity premiums:

Company Longevity		Company Longevity	
Completed Years of Service	Per Hour	Monthly Hours	Effective Monthly Amounts
0		145.917	
1		145.917	
2		145.917	
3		145.917	
4		145.917	
5		145.917	
6		145.917	
7		145.917	
8		145.917	
9		145.917	
10		145.917	
11	\$ 3.19	145.917	\$ 465.47
12	\$ 3.48	145.917	\$ 507.79
13	\$ 3.77	145.917	\$ 550.11
14	\$ 4.06	145.917	\$ 592.42
15	\$ 4.35	145.917	\$ 634.74
16	\$ 4.64	145.917	\$ 677.05
17	\$ 4.93	145.917	\$ 719.37
18	\$ 5.22	145.917	\$ 761.69
19	\$ 5.51	145.917	\$ 804.00
20 and plus	\$ 5.80	145.917	\$ 846.32

- c) **Dispatcher's Certificate** \$370 per month and will be divided evenly between the 5th and the 20th paychecks.
- d) Employees will receive a **Variable Monthly License Premium** of four and one-half (4.5%) percent of the pay scale. Variable Monthly Premiums are divided evenly between the 5th and the 20th paychecks.

e) Dispatchers covered by this Agreement will receive a shift differential of \$0.52 per hour when assigned an Afternoon/PM shift and \$0.59 per hour when assigned a Midnight shift. Shift Differential will not be included in the computation of pay for the hours of overtime. (Does not apply to sick leave, holidays, jury duty, traded shifts, CT paybacks, etc.)

3. Ratification Bonus

Provided this agreement is ratified, the Company will pay a one-time Ratification Bonus of Fifteen Million dollars (\$15,000,000) for division among Employees eligible to vote as of January 20, 2023, and employed by Southwest Airlines on the date the bonus payment is processed. The distribution of the Ratification Bonus among eligible Employees will be determined by the union with oversight from the Company. The bonus will be paid within 60 days of DOR.

C. Overrides

1. A Network Superintendent, Dispatch Specialist, and Dispatch ATC Specialist will receive an override of eleven (11.0%) percent of the pay scale in addition to his minimum monthly salary which will also be included in the computation of overtime.
2. A Dispatcher Trainer will receive an override of seven (7.0%) percent of the pay scale in addition to his minimum monthly salary which will also be included in the computation of overtime.
3. A Competency Check Examiner will receive an override of four (4.0%) percent of the pay scale in addition to his minimum monthly salary in the

months in which he performs a competency check examination, which will also be included in the computation of overtime.

4. A DCAP Examiner will receive an override of four (4.0%) percent of the pay scale in addition to his minimum monthly salary in the months in which he is assigned DCAP work, which will also be included in the computation of overtime.
5. Any Flight Dispatcher holding a Flag/ETOPS bid or assigned a Flag/ ETOPS line by the Company will receive an override of five (5.0%) percent of the pay scale in addition to his minimum monthly salary. This override will be included in the computation of overtime.
6. Should a Dispatcher qualify for more than one override for positions listed in the Job Categories Article, he will receive an additional two (2.0%) percent override applied to the higher override for each additional job category which will also be included in the computation of overtime.

D. Wage Rules

1. Employees will be paid on the 5th and 20th of each month for the preceding pay period. There will be two pay periods each month: (1) 1st-15th and (2) 16th - final day of each month.
2. Should the regular payday fall on Saturday or a holiday, Employees will be paid on the preceding day. Should the regular payday fall on Sunday, Employees will be paid on the following Monday. If the foregoing schedule is not feasible due to an unusual Holiday schedule, the Company will provide adequate advisory notice to the affected Employees.

3. Where there is a shortage in an Employee's pay, the Employee will be reimbursed for such shortage as soon as possible or no later than three (3) business days for the general office.
4. Pay checks will include an itemized statement of all hours, wages, adjustments and deductions for the pay period, year to date wages, FICA and withholding taxes.
5. Employees leaving the service of the Company will be paid for all the time due at the earliest possible time after separation.
6. Automatic changes in pay rates will be computed as follows: changes occurring from the 24th day of the month to the 8th day of the following month will be effective beginning on the 1st day of the following month. Changes occurring from the 9th day to the 23rd day of any month will become effective on the 16th day of the same month.

Article 4. Hours and Conditions of Work

A. General

1. For the purpose of this Article an “eligible” Employee is a Dispatcher who has completed the required training for the position, passed an upgrade or competency check (if applicable), maintained a familiarity with the operating procedures for the position, and complies with applicable duty and rest time limitations of 14 CFR part 121.
 - a) An eligible Dispatcher will be considered familiar with the duties of the Assistant Dispatcher position.
2. The Company will provide home access, including a mobile app, to all Dispatch scheduling processes (i.e., Schedule, Overtime Sign-Up, and Trades, Bidding, and Leave Accrual/Usage/Balance), as soon as practicable.

B. Hours and Scheduling

1. Employees’ work schedules will be based on 1751 hours annually with work schedules to be established by the Company, after reasonable consultation with the Union’s Schedule Committee.
 - a) The Company and Union will mutually agree on the schedule bid lines/rotations based on the desires of the Flight Dispatchers, Network Superintendents, Dispatch ATC Specialists, Dispatch Specialists, and Assistant Dispatchers, provided the recommended patterns would not cause the Company to incur any increase in headcount or other cost.
 - b) All bid lines for the Flight Dispatchers, Network Superintendents, Dispatch ATC Specialists and Assistant Dispatchers will be scheduled

with 205 days of work. One (1) Operating Familiarization day will be completed for a total of 206 days of work annually.

1) Exception: Assistant Dispatchers' schedules, during their initial classroom training may be adjusted on an 'as required' basis.

- c) Monthly schedules will be posted on the 15th of the month two (2) months prior to the affected month. Prior to posting such schedules, the Union Schedule Committee will review and, if necessary, provide recommendations.
2. Prior to building monthly schedules, Dispatchers will have the opportunity to request leaves (e.g. LWOP, personal leave, or vacation changes). On the 1st of the month, the Company will publish remaining available vacation slots for the year. Vacation change requests will only be granted if there are remaining un-awarded vacation slots. By the 5th of each month, requests will be processed, in seniority order. Leave requests will be granted based on the Company's ability to cover the shift with a Relief Dispatcher or at the Company's discretion, open time.
 3. Relief lines will consist of fixed days off and a rotation that is established and published in the annual schedule bid.
 - a) Relief Dispatcher shifts will be assigned after the vacation protest period to the extent possible based on start time preferences. Shifts for Relief Dispatchers will be assigned from any Open Time shifts available after the vacation awards process. The Company will post the assigned shifts in the Scheduling System. If a shift is not available, the Dispatcher will be assigned an "XX" shift (workday without a shift assignment) until ninety (90) days prior to the affected month the Monthly Schedules are posted.
 - 1) Flag/ETOPS Relief lines may include Domestic Desks.

- 2) A Relief reporting at an assigned start time may be utilized as needed (e.g. decrease workload, or assist with his special project work, assist with tasks within the Dispatch scope [e.g. assist Training Department with study guides, verifying radio status, etc]).
- 3) Preferences will be honored as closely as possible in seniority order.
 - (a) If there is a Flag/ETOPS and a Domestic shift within his shift preference, the Flag/ETOPS shift will be assigned. Scheduling will make every attempt to honor shift preferences. (i.e., If there are Flag/ETOPS and Domestic shifts available with different start times [0700-D, 1400-D, 2300-I], the most senior qualified Flight Dispatcher will be awarded his shift preference (Domestic or Flag/ETOPS) if a more junior qualified Flight Dispatcher is available to work the less preferred shift.)
 - b) Ninety (90) days prior to the beginning of the affected month, the Company will post and assign relief “XX” shifts as DXX (any active day/morning shift time), AXX (any active afternoon shift time), or MXX (any active midnight shift time) based on scheduling needs.
 - 1) The Company will attempt to assign DXX, AXX or MXX shifts by preferences in seniority order to the extent possible but may utilize other shift times in inverse seniority order, to comply with scheduled rest, legalities, and overtime balancing.
 - 2) Flight Dispatchers Relief shifts will be designated as Domestic or Flag, ETOPS. Flag/ETOPS relief shifts may also be assigned Domestic shifts.

- c) On the 15th of the month two (2) months prior to the affected month, unassigned Relief shifts are given desk assignments from available open shifts while preserving originally assigned shift times to the extent possible. However, shift times may be assigned otherwise in reverse seniority order in compliance with scheduled rest, legalities, and overtime balancing.
- d) On a single day between the 16th and the 19th of the month, prior to Monthly Open Time, Company reviews current open time and operational needs. Unassigned Relief shifts are given desk assignments from available open shifts while preserving originally assigned shift times to the extent possible. However, shift times may be assigned otherwise in reverse seniority order in compliance with scheduled rest, legalities, and overtime balancing.
- e) On a single day one (1) to three (3) days prior to Weekly Overtime awards, unassigned Relief shifts are given desk assignments from available open shifts while preserving originally assigned shift times to the extent possible. However, shift times may be assigned otherwise in reverse seniority order in compliance with scheduled rest, legalities, and overtime balancing. The Company will assign start times to the remaining unassigned relief shifts as follows:
 - 1) DXX to any active day/morning start time (e.g. 0500, 0600, 0700)
 - 2) AXX to any active afternoon start time (e.g. 1300, 1400, 1500)
 - 3) MXX to any active midnight start time (e.g. 2100, 2200, 2300)
- f) An unassigned Relief shift may be used to cover an open shift within the same shift time (day or afternoon or midnight) only after attempting to cover the shift through Overtime Callout Process, and prior to Junior

Assignment. The start time within the shift time may be changed with twenty-four (24) hours' notice.

- g) The Company will send electronic notification of any shift change after the monthly schedule has been posted. The Company will call the Dispatcher and/or send electronic notification of any change after Weekly overtime assignments. Verbal communication may be in person or by phone call. Electronic notification of change may be via email and will include date and time of verbal notification, if applicable.
 - 1) If a schedule change occurs within twenty-four (24) hours of the original start time and the Company is unable to inform the Dispatcher of a schedule change before he shows up for work, the Company may assign him classification work. The Dispatcher will not be required to work more than eight and one-half (8.5) hours from the time he reports to work.
- 4. A Dispatcher assigned to a temporary vacancy under this Agreement will be given a Relief line that aligns with the needs of the temporary vacancy; however, the Company cannot change the Dispatcher's awarded vacation, overtime, etc.
 - a) The effective date used to begin the calculation of a Temporary Vacancy coincides with the date the Dispatcher assumes the classification status.
- 5. Network Superintendents, Dispatch ATC Specialists, Flight Dispatchers, and Assistant Dispatchers will not be scheduled by the Company for more than six (6) consecutive days of work. Dispatch Specialists will not be scheduled by the Company for more than five (5) consecutive days of work.

- a) When building lines for the annual scheduled bid, the Company will not add more than one work shift in any given month to balance annual hours, excluding OPS FAM requirement.
6. Eight and one-half (8.5) hours will constitute the length of a full work shift. No split shifts will be scheduled.
 - a) With the exception of Dispatch Specialists, a Day/AM shift is defined as a shift of work that starts no earlier than 0500 and no later than 0800 local time. For Dispatch Specialists, a Day/AM shift is defined as a shift of work that starts no earlier than 0500 and no later than 0900 local time. For all classifications, an Afternoon/PM shift is defined as a shift of work that starts no earlier than 1300 and no later than 1600 local time and a Midnight shift is defined as a shift of work that starts no earlier than 2100 and no later than 2400 local time. Note: A Midnight shift will be considered the last shift of the day.
7. Employees will be given a minimum of ten (10) hours off between scheduled shifts. Upon implementation of the necessary technology, a Relief Dispatcher may choose to reduce time off between shifts to eight (8) hours to allow the Company to honor the Dispatcher's start time preference(s).
8. A Partial work shift is any shift of overtime with a length of less than eight and one-half (8.5) hours that becomes available when a Dispatcher is relieved during his scheduled shift, or has been created by the Company for additional coverage, Special Projects, or Special Assignments.
9. An Extra work shift is defined as an eight and one-half (8.5) hour shift of overtime that is created by the Company for additional coverage beyond Relief availability to reduce workload.
10. When a Chief is notified of a workload issue on a Dispatcher's desk and a Relief Dispatcher is not available, he will evaluate the issue and make an

attempt to redistribute the workload if the issue appears to be temporary (three (3) hours or less). If a Chief determines that the issue will be ongoing, the Company will attempt to callout a Partial or an Extra shift.

11.A Special Assignment (SA) shift is defined as a shift that is created by the Company for work other than classification shift work (e.g., end-user testing).

12.A Special Project (SP) shift is defined as a shift that is created by the Company for work other than classification shift work, by Subject Matter Experts on Special Projects.

13.Any scheduling error for which a remedy is not specifically set forth in this Agreement will be resolved in accordance with the provisions of the Grievance Procedures Article of this Agreement.

C. Conditions

1. When a Dispatcher is called to work prior to his scheduled straight time shift (Early-In), he will be paid at a rate of time and one-half (1.5) for the time worked prior to his shift and a rate of one-half (.5) time in addition to his scheduled straight time rate for the duration of his scheduled shift. This applies to classification shift work only (exclusive of meetings).

2. Overtime at time and one-half (1.5) will be paid if an Employee works any overtime shift in addition to his scheduled shift(s), or for time worked beyond the end of his shift. Each subsequent overtime shift worked without an intervening scheduled shift will be paid at twice his straight time rate.

a) Operating Familiarization Flights (OPS FAM), Regulatory Domestic Recurrent Classroom Training days and Computer Based Training courses placed on a Dispatcher's calendar will not reset the Dispatcher's double-time pay if these events are placed on his calendar between two shifts of overtime.

3. Employees who come to work early for meetings will be paid overtime at their applicable rate of pay. The Employee's overtime payment will be for the duration of the meeting or until the start time of his regularly scheduled shift.
4. When an Employee is required to report for work on other than his regular shift, he will be guaranteed a minimum of four (4) hours pay unless the Employee consents to less. (This does not apply to overtime continuous with his work shift.)
5. Dispatchers will not combine workload for the purpose of reducing their hours worked without Management approval.
6. To ensure standardization, compliance, and industry best practices, the Company may schedule required meetings for Network Superintendents, Dispatch ATC Specialists, or Dispatch Specialists. These meetings may be held up to four (4) times per year not to exceed eight (8) hours per meeting. If an Employee is on a scheduled day off and unable to attend, he must notify Dispatch Management and ensure he has received the information presented in the meeting prior to the start of his next shift.
7. The Company reserves the right to select additional Relief Flight Dispatchers on a first right of refusal in seniority order, to work a Flag/ETOPS Line.
 - a) Should the number of selected Relief Flight Dispatchers be insufficient to meet staffing requirements, the Company reserves the right to train and assign the most junior Flight Dispatchers who have a minimum of one (1) year Flight Dispatcher seniority to these positions.
 - b) Selected Relief Flight Dispatchers will receive the Flag/ETOPS pay override.
8. In the event that there are no flights remaining on a Dispatcher's desk, it is the Dispatcher's responsibility to check in with a Chief on duty. The Chief on duty will then determine if there is a workload issue on another Dispatcher's

desk or a reasonable expectation of additional work for a similar operation (e.g., Domestic, Flag Operations, etc.). If there is not, then the Chief on duty will release the Dispatcher from his shift.

9. The Company will not delete or consolidate scheduled work shifts except as follows:

- a) On any day that the flight schedule has been reduced by at least five percent (5 %) of the published base schedule average, Dispatch desks may be reduced for the affected day(s) and time period (day, afternoon, or midnight shifts). Any reduction of shifts under these circumstances will be identified prior to completing the Monthly Schedules. Furthermore reductions may be granted without regard to posting of monthly schedules on holidays when such reductions would not create a significant increase in workload for other Dispatchers or have an adverse impact on the operation. Dispatchers may be granted the holiday off based on seniority and the originally scheduled workday (overtime and traded shifts will not be considered) using leave without pay (LWOP).

D. Building and Maintaining Schedule Lines

1. The Company and the Union Board will meet before the schedule building process begins to review projected network capacity and will reasonably consult with the Union's Schedule Committee about the number of desk(s) to be included in the next schedule bid.
2. Schedule lines for bidding purposes will be established annually by the Company after reasonable consultation with the Union's Schedule Committee and will be for a one (1) year period beginning February 1 to January 31.

E. Schedule bidding procedures

1. Each Dispatcher must submit his schedule bid before the close of the bid period.
2. Schedule lines will be awarded in order of classification seniority.
3. Dispatchers who fail to submit their schedule bid before the close of the bid period will be awarded the remaining lines in order of their classification seniority.
4. Dispatchers will be given a ten (10) day protest period after the posting of the schedule.

F. Overlap

1. Schedule overlap from January to February each year will provide the following:
 - a) The Company agrees to provide a minimum two (2) days off for pattern disruption involving the annual overlap period.
2. Schedule overlap will be posted prior to vacation bids opening.

G. Changing and Transferring Classification

1. Vacated Shifts: If an Employee leaves a classification (i.e., transfers to a different classification or Management, retires, or resigns), the Employee's vacated shifts will be assigned to Relief Dispatchers of that classification on a preference basis if able beyond the posted schedule. The remainder of shifts will fall into Open Time.
2. Returning to previously established classification for the next annual bid: When an Employee wishes to exercise his seniority and bid a previous established classification for the next schedule bid process, the Employee must give written notification to the Director of Flight Dispatch or his designee and the Union by May 15 of the current calendar year. The Employee's seniority will then be recognized for the next applicable schedule

bid process. In no case will a voluntary return to an established classification initiate a reduction in force.

3. If a Dispatcher or member of Management exercises his seniority to bid a Dispatcher vacancy outside of the annual bid procedure, he will bid for available Relief rotations.

a) The Dispatcher may slide his vacation period at the discretion of the Company as long as it does not include a preferred holiday listed in Article 9.

b) The Dispatcher may retain his original vacation period (vacation days and associated days off). However, the Dispatcher will be required to utilize vacation company trades and re-reimburse the same number of workdays which conflict with the new rotation.

c) His schedule line will be built from available open shifts and “XX” shifts—for the period in which the schedule has already been posted. This includes upgrading Assistant Dispatchers.

d) When building the monthly schedules for the remainder of the bid year, the Employee’s preferences will be based on his Master Seniority.

4. Dispatchers who transition between classifications and move from an Afternoon or Midnight shift will be given a minimum of forty-eight (48) hours off prior to being scheduled for the new classification. Transitions will not result in more than five (5) consecutive days of work.

a) Assistant Dispatchers, who upgrade and are not given at least thirty (30) calendar days’ notice from a successful completion of his upgrade, will retain their working days and days off for the first seven (7) days as Flight Dispatchers. (This does not prevent the Company from scheduling additional days off during the first seven (7) days if shifts are not available.) The start times may be changed with a minimum of

fourteen (14) calendar days' notice; however, the days off will not be changed to allow a smooth transition.

- b) Assistant Dispatchers, who upgrade and are given at least thirty (30) calendar days' notice from a successful completion of his upgrade, will receive a minimum of two (2) calendar days off before assuming Flight Dispatcher responsibilities.

H. Commuter Policy

1. The following sets forth the rules concerning Dispatchers utilizing air transportation to commute to a Southwest Airlines Flight Dispatch Center:
 - a) Dispatchers who commute must list themselves with the Director of Flight Dispatch and designate a city (including co-terminals) as a point of commuter origination.
 - b) A Dispatcher must attempt to commute on a minimum of two (2) consecutive scheduled flights on Southwest Airlines or another carrier from the designated city. Alternatively, the second scheduled flight is not required if the primary flight is scheduled to arrive at least one (1) hour prior to his scheduled shift. The Dispatcher should be prepared to verify that he was present for the two (2) consecutive flights.
 - c) If, because of flight cancellation delays, lack of available seating (flight deck, cabin, or jump seat), or delays beyond the commuter's control the Dispatcher will be unable to arrive in time to begin his scheduled shift, the commuter will notify the Chief Dispatcher on duty immediately of his unavailability to work his shift. This Dispatcher will be required to pick up a shift from Open Time within sixty (60) days of the missed assignment at no additional pay. If the Dispatcher fails to pick up this

shift, the missed assignment will be considered a Leave without Pay (LWOP).

I. Overtime Selection

1. The Company will maintain a current list of the accrued overtime hours worked by each Employee. A Dispatcher will only be eligible for overtime within a classification in which he holds seniority and qualification.

a) At the beginning of each calendar year, all accumulated overtime hours worked by any Employee will be reduced to zero (0) and the accrual process will begin again.

1) On December 20th, when awarding Monthly Open Time shifts for January, equalization is based on the new year's equalization.

2) During the last week of December, when awarding Weekly Open Time for January, equalization is based on the new year's equalization.

3) On December 30th or 31st, when calling out shifts for January 1, equalization is based on the new year's equalization.

b) The hours of overtime will be added to an Employee's accumulated overtime hours upon assignment.

c) When an Employee changes permanent classification, his accrued overtime hours will be either increased to the average accrued overtime hours worked by all Employees within that classification, or his current accrued overtime hours worked will carry over into the new classification, whichever is higher.

1) Equalization and overtime eligibility will occur on the day prior to the vacancy date (e.g., Assistant Dispatcher upgrading to Flight Dispatcher) or the day after successfully completing

training for the new classification (e.g., Flight Dispatcher completes Specialized Classification training); whichever occurs later.

2) In no case will accrued hours be reduced before the beginning of the year.

d) If an Employee is unable to work an awarded overtime shift through the Overtime Selection Process, he may return the overtime if the request is received by noon on the Sunday prior to closing Weekly overtime without penalty.

1) Employees who return shift(s) after noon on the Sunday prior to closing Weekly overtime will be removed from his schedule and replaced with an overtime giveback code. The Dispatcher will not be eligible for any additional overtime shifts for that day, Allowances for special circumstances may be reviewed by the Company and Union.

2. For the purpose of overtime selection and compensation, Employees on vacation days will be considered on a day off and eligible, excluding Junior Available.

3. For the purpose of overtime selection and compensation, if a Dispatcher trades an awarded overtime shift to another Dispatcher, he is not eligible for additional overtime unless he would have been legal to work both 'awarded' shifts.

4. Overtime will be awarded in the following order:

a) ***Within Classification:*** When an overtime shift within a classification is available, it will be awarded to the most senior eligible Employee with the least number of accumulated overtime hours within that classification who has indicated his willingness to work.

- b) ***Out of Classification***: After exhausting the list of Employees eligible under the previous paragraph, overtime will be awarded to the most senior eligible Employee with the least number of accumulated overtime hours who has indicated his willingness to work.

Note: *The following steps do not apply to Monthly or Weekly Open Time*

- c) ***All Dispatchers***: After exhausting the list of Employees eligible under the previous paragraph, overtime will be offered in order of seniority to all eligible Employees within classification, and then out of classification. If the Employee accepts the offered shift, he will be paid at two (2) times his straight time rate.

- d) ***Network Superintendent, Dispatch Specialist, and ATC Specialist Overtime Shift***: After exhausting the list of Employees eligible under the previous paragraph, overtime will be offered in order of seniority to all eligible Network Superintendents, Dispatch Specialists, and Dispatch ATC Specialists on duty with a shift overlap-not to exceed one and one-half (1.5) hours. If the Employee accepts the offered shift, he will be paid at his applicable rate of pay for the additional hours worked beyond the end of his scheduled shift (must have a minimum of eight (8) hours rest prior to a regulatory shift). Triple shifts are not allowed.

- e) ***Utilize Relief shift***: The Company will utilize Relief shifts assigned a DXX, AXX, MXX within the same shift start time (Day, Afternoon, Midnight).

- f) ***Utilize Assistant Dispatcher shifts***: A Dispatcher will be changed to a Flight Dispatcher shift within the same shift on the same scheduled day. (The vacated Assistant Desk will then go through the overtime selection process.) The Dispatcher will not be required to work more than eight

and one-half (8.5) hours from the time he reports to work, or beyond the end of the shift in which he worked, whichever occurs first.

- g) ***Junior Available*** process. After exhausting the list of Employees eligible under the Overtime Selection process paragraphs above, the shift will be assigned in accordance with the Junior Available process
- h) ***Move Up within Classification (N/A two (2) hours prior to shift start time)***: The move up process will be within classification and the shift is offered to a Dispatcher scheduled to work a shift beginning with the subsequent time period (AM/PM/MID) after the open shift not to exceed two (2) subsequent shift time periods (e.g., covering a MID would only consider subsequent AMs and then PMs).
 - 1) The Move Up offer is based on overtime equalization hours and then seniority. The Move Up will pay at the applicable overtime rate for the shift accepted and the hours will be added to his equalization overtime hours. If a Dispatcher accepts the Move Up, his present shift will be removed without a reduction in pay for that shift.
 - 2) No Dispatcher is offered a Move Up if the shift they are vacating is an-overtime shift or if they are legal to work the open shift.
 - 3) The vacated shift will go through the overtime award process.
 - 4) The Company may proceed to the next step when the vacated shift results in the number of shift(s) in Open Time for that shift time exceeding the number of Dispatchers signed up for “Willing to Work”. However, this does not preclude the Company from utilizing this step when operationally necessary.
- i) ***Move Up out of Classification (N/A two (2) hours prior to shift start time)***: After exhausting the list of Employees eligible under the

previous paragraph, the Move Up will be offered to all eligible Network Superintendents, Dispatch Specialists, and Dispatch ATC Specialists scheduled to work a shift beginning with the subsequent time period (AM/PM/MID) after the open shift.

- 1) The Move Up offer is based on overtime equalization hours and then seniority. The Move Up will pay at the applicable overtime rate for the shift accepted and the hours will be added to his equalization overtime hours. If a Dispatcher accepts the Move Up, his present shift will be removed without a reduction in pay for that shift.
 - 2) No Dispatcher is offered a Move Up if the shift they are vacating is an overtime shift or if they are legal to work the open shift.
 - 3) The vacated shift will go through the overtime award process.
- j) After exhausting the list of Employees eligible under the previous paragraph, the Company will continue to obtain coverage for the open shift using a variety of methods in the following order:
- 1) ***Move Over within Classification (N/A two (2) hours prior to shift start time):*** (only applies when covering Flag/ETOPS desk(s) within the same Shift Time).
 - (a) Will be offered and awarded based on overtime equalization hours and then seniority. The Dispatcher will be paid at his applicable overtime rate, and the hours will be added to his equalization overtime hours.
 - (b) No Dispatcher is offered a Move Over if the shift they are vacating is an overtime shift.
 - (c) The vacated shift will go through the overtime award process.

- 2) ***Partial Shifts (N/A for call out, if three (3) hours or less remain in the shift):*** Create a minimum of a four (4) hour partial shift(s), excludes time sensitive shift coverage (three (3) hours or less prior to the end of the vacated shift). Partial shift callout will stop prior to the J/A process.
- 3) ***Extended Shifts/Early-In Shifts:*** Extend shifts and Early-In shifts will not exceed a ten (10) hour duty day:
 - (a) Management will first solicit volunteers for an Early-In and/or a Shift Extension and it will be awarded based on overtime equalization and then seniority.
 - (b) If there are no volunteers, Management will assign the shift extensions in reverse seniority order.
 - (c) Note: Procedures 3.a – 3.b may be employed during time sensitive shift coverage (three (3) hours or less prior to the start of the vacated shift) while attempting to accomplish the normal overtime callout process.
- 4) ***Reallocate Flights:*** Redistribute Workload to different desks within the same start time and similar regions, when possible. Redistribution will avoid desks already working irregular operations (i.e., weather events, ATC issues). The Company will communicate to the Dispatcher(s) which flights are either added and/or removed in a timely manner. If a Dispatcher is willing to work the shift and he is able to arrive before three (3) hours prior to the end of the shift, the Company will award the overtime for the hours worked and reverse the workload reallocation.

- k) **Management Coverage:** An eligible member of Dispatch Management may cover the assignment until relieved by an eligible Dispatcher, while continuing the process in the above paragraph.

5. Rules Of Overtime Selection

- a) A Dispatcher will be given the ability to opt out of Double-time, Move-Over, Move-Up, and Double Shift offers.
- b) All overtime notification and awards will be documented with date and time.
- c) It is ultimately the responsibility of both the individual Employee and the Company representative to adhere to the eligibility requirements in the Hours and Conditions of Work Article, (A.1) when accepting or awarding overtime.
- d) A Dispatcher will only be eligible for overtime within a classification in which he holds seniority and is qualified.
- e) When an Employee changes classification, his status for overtime awards will be based upon the Employee's projected classification for the overtime being awarded. If the Employee does not change classification, the awarded shift(s) for the new classification goes back into open time and his equalization hours will be adjusted accordingly.
- f) **Monthly Overtime Award(s)**
 - 1) For the purpose of Monthly Overtime consideration, an Employee will indicate his willingness to work by entering his preference(s) in the scheduling System.
 - 2) All unassigned shifts for the following month will be awarded by the Company after 0900c and before 1430c on the 20th of every month.

(a) Monthly Overtime Awards are considered assigned at 1430c and considered final at 1530c. The awards cannot be traded until after 1530c. The Dispatchers are responsible for checking their Awards in the Scheduling System.

g) Weekly Overtime Award

1) For the purpose of Weekly Overtime consideration, an Employee will indicate his willingness to work by entering his preference(s) in the Scheduling System.

2) On Monday of each week all unassigned shifts for the following Monday through Sunday will be awarded at the applicable overtime rate between the hours of 0900c and 1100c.

(a) Weekly Overtime Awards are considered assigned at 1100c and considered final at 1200c. The awards cannot be traded until after 1200c. The Dispatchers are responsible for checking their Awards in the Scheduling System.

h) Daily Overtime Callout

1) For the purpose of Daily Overtime Callout an Employee must indicate his willingness to work by entering his preference(s) in the scheduling system.

2) All unassigned shifts will be awarded two (2) days prior to the open shifts, as soon as practical after 0900c and ends at 2000c the following day. After 2000c the day prior to the open shift, Late Notice Overtime Callout rules will apply.

3) An Employee may elect the option to “will accept” an overtime shift. This constitutes his willingness to accept overtime through notification via phone message or electronic means.

i) Late Notice Overtime Callout

- 1) Late Notice Overtime is any overtime that is awarded after Daily Overtime Callout (after 2000c) the day prior to the open shift.
 - 2) For the purpose of Late Notice Overtime Callout, an Employee must indicate his willingness to work by entering his preference(s) in the scheduling system.
 - 3) The Company will call out Late Notice Overtime as soon as practical and the “will accept” option will not be used.
- j) In the event the Company incorrectly awards overtime to an Employee, the Company has one (1) hour to rescind the overtime awarded.
 - k) For the purpose of notification, the Company will use the number listed by the Employee in the official phone system. In the event an Employee wishes to change his primary contact number on a specific day for overtime callout (exclusive of JA), he may indicate that number in the space provided in the overtime call out system.
 - 1) If an Employee is on-duty at the time of the overtime callout, the eligible Employee will be contacted at his position and offered the overtime shift before the overtime process continues.
- l) For the purpose of Special Projects (SP), the Company will post an opening for all interested Employees (for a minimum of ten (10) calendar days) who wish to be considered for selection to the project. From the list of interested Employees, the Company will select the Employee(s) needed for the Special Project. The Company will make an effort to pull the Special Projects Employee(s) from his regularly scheduled shift but will pay him overtime for his service to the project outside of his regularly scheduled shifts.

6. Rules Of Double Shift Callout

- a) A double shift is defined as any two (2) shifts worked with less than four and one-half (4.5) hours off between shifts.
- b) Dispatchers will be eligible for non-regulatory overtime with less than four and one-half (4.5) hours off. For the purpose of call out order, those willing to work double shifts will be considered after those with four and one-half (4.5) or more hours off.
- c) For double shifts the 30-minute overlap is excluded for eligibility consideration when awarding doubles that involve non-regulatory shifts. (e.g., a Dispatcher working a shift from 2200-0630 would be considered eligible for a 0600-1430 Assistant shift.). However, the Dispatcher will not be paid for the 30-minute overlap.
- d) A regulatory shift is defined as any shift governed by the 14 CFR, FAR Part 121.
- e) A non-regulatory shift is defined as any shift not governed by 14 CFR, FAR Part 121.
- f) Examples of double shifts allowed and not allowed:
 - 1) Any regulatory shift (scheduled or overtime) followed by any regulatory shift (scheduled or overtime) is not allowed.
 - 2) Any regulatory overtime shift followed by a non-regulatory (scheduled or overtime) shift is allowed.
 - 3) Any non-regulatory shift (scheduled or overtime) followed by any non-regulatory shift (scheduled or overtime) is allowed.
 - 4) Any non-regulatory shift (scheduled or overtime) followed by any regulatory shift (scheduled or overtime) is not allowed.

7. Charter Overtime

- a) The Company will not assign more than one charter folder to any regularly scheduled Dispatch Desk. A Charter folder will contain no more than three (3) flight segments.
- 1) The first “live portion” of the Charter will be used to determine the desk assignment within the same or similar region of flights. If the Chief Dispatcher, after consulting with the Dispatcher, determines the workload is not acceptable, he will assign the Charter to another desk within the same or geographically similar region of flights.
- b) Domestic Charter Overtime will be called out when there are seven (7) or more flight segments within any regularly scheduled shift of which a flight segment consists of the departure and arrival city located within the forty-eight (48) contiguous United States. Flag/ETOPS Charter Overtime will be called out when there are four (4) or more flight segments within any regularly scheduled shift of which a flight segment consists of either the departure and/or arrival city located outside the forty-eight (48) contiguous United States. This includes ferry flights and applies to departure release times defined to specific shifts.
- 1) A flight segment entails the dissemination of flight release, flight watch, and flight termination.
 - 2) Any Charter Overtime shift will be scheduled for a specific eight and one-half (8.5) hour time period prior to being called out. However, when the defined workload requires less than an eight (8) hour shift, a partial shift may be utilized.
 - 3) For the purpose of defining “regularly scheduled shifts” under (7) (b) above, the times will be 0600c – 1430c, 1400c – 2230c, and 2200c – 0630c.

- c) In no case will a Dispatcher on Charter Overtime work more than eleven (11) Domestic scheduled flight segments or six (6) Flag/ETOPS scheduled flight segments, exclusive of diversions.
- d) In the event charter flights are still operating at the end of the Employee's Charter Overtime shift, the Employee, with the concurrence of the Chief on duty, may extend his shift up to one and one-half (1.5) hours if the charter flights still operating exceed six (6) Domestic flight segments or two (2) Flag/ETOPS flight segments.
- e) Charter Overtime shift start times may be tailored to suit charter demand. However, the shift start times will not be scheduled outside of contractual shift start times.
- f) Charter Overtime will be awarded through the Overtime Selection process.

J. Junior Available (J/A)

1. Shifts will be assigned in order of reverse classification seniority and will be paid twice his straight time rate.
2. The Junior Available process will begin no earlier than 0900c the day prior to the open shift.
3. An Employee cannot be Junior Available (J/A) assigned more than once every calendar month or two (2) consecutive days.
4. A J/A Employee may trade or giveaway the shift provided the Employee who accepts the shift is eligible.
5. A J/A assignment will not cause a Dispatcher to work more than six (6) consecutive days (or more than five (5) consecutive days for Dispatch Specialists). Days which are utilized when determining consecutive days include annual overlap days, Vacation days, and Sick Leave, and Leaves of

Absence (as referenced in Article 12). Days which are not utilized when determining consecutive days include traded days off.

6. J/A shifts require a minimum of ten (10) hours off between shifts.
7. A Dispatcher cannot be J/A assigned on a day that was pulled for overlap.
8. An Employee cannot be J/A assigned on any vacation day or originally scheduled days off in conjunction with a vacation day.
9. An Employee cannot be J/A assigned on the work day prior to a vacation day or originally scheduled days off in conjunction with a vacation day.
10. The Company will only use the number listed on the official phone system for J/A purposes.
11. The Company may J/A in person.
 - a) If the Dispatcher to be junior assigned is scheduled to work a shift prior to the J/A assigned shift, the Company may assign the shift awaiting positive contact (in person or on the phone – no text, no voicemail).
12. A Dispatcher working an overtime (or greater) shift will not be eligible for Junior Assignment to shifts starting on the subsequent calendar day.

13. Golden Day Off (GDO)

- a) A Dispatcher may declare a maximum of six (6) days per year free from J/A excluding: January 1st, Super Bowl Sunday, Easter, July 4th, the Tuesday-Sunday of Thanksgiving week, and the 20th-31st of December.
 - 1) The Dispatcher must declare or retract a GDO a minimum of forty-eight (48) hours prior.
 - 2) The Dispatcher will not be eligible for a J/A assignment that requires him to work any portion of the guaranteed day off. Example: A Dispatcher may not be junior assigned for a midnight shift the day before or the day of the GDO.

- 3) No more than five percent (5%), rounded up, of Dispatchers by classification on any given day may be allowed to declare a GDO.
- 4) GDOs will be allowed on a first-come, first-served basis.

K. Supplemental Operations

1. While conducting supplemental operations, the Company will make reasonable efforts to ensure appropriate staffing levels are maintained considering external and internal operational factors.

L. Trades, Giveaways, and Leave Without Pay

1. Schedules will be open for computing trades ninety (90) days prior to the beginning of the affected month.
2. The Company will not impede trades or giveaways (GWOP) between eligible Employees but may establish reasonable procedures.
3. A Dispatcher may utilize Leave without Pay (LWOP) at the discretion of Dispatch Management. For this purpose, the position may be unattended provided the workload is minimal or nonexistent (i.e., slow weather day or minimal SWA flights operating), provided that a qualified Dispatcher(s) agrees to accept the additional workload from the departing Dispatcher and in the opinion of the Chief on duty, a sufficient number of positions will remain staffed to appropriately manage the operation.

M. Opening and Closing of Desks

1. The Company will make every effort to open or close any desks as part of the schedule bid process.
2. If a new desk(s) needs to be opened outside of the schedule bid process, the additional work shifts beyond the posted schedule will be offered to Relief

line holders on a preference basis. The additional shifts may be assigned to Relief Dispatchers, or those shifts may be covered through the Overtime Selection process.

3. If a desk(s) needs to be closed for the remainder of the bid period and outside of the schedule bid process, the classification(s) that is affected by the closing of the desk(s) will rebid the remainder of the schedule including their remaining vacation days.
 - a) Work schedules which have already been posted (including previously awarded vacations within those months) will be excluded from any rebid.
 - 1) The desks that are closed during a posted work schedule that are not assigned will not have to be covered through the Overtime Callout Process.
 - 2) Dispatchers assigned to desks that are permanently closed during a posted work schedule are considered off without a loss in compensation and not eligible for overtime, if not reassigned to another desk and will retain original start time.
 - b) Any rebid will follow the rules as outlined in this Article.

Article 5. Training

A. Communication

1. General

- a) Training requirements and performance standards will be specified and will be made readily available to the Dispatchers in the FAA-approved Flight Dispatch Training Manual (FDTM) through SWALife.

2. Meetings

- a) The Company and Union President or his designee will hold meetings twice a year, or more frequently if requested to share data, statistics and information related, but not limited to, training, observations, and standards and to discuss common goals.
- b) The Company will schedule at least two (2) Dispatch Trainer meetings each year. The Company may reassign the Dispatch Trainer for Trainer meetings. If the meeting conflicts with the Dispatch Trainer's scheduled shift, his entire shift will be pulled and covered with a Relief Dispatcher or by the Overtime Selection process. In addition, if a Dispatch Trainer attends the Trainer meeting on his day off, he will be guaranteed a minimum of four (4) hours at his applicable overtime rate of pay.

B. General

1. Dispatch Training will include all training required for the performance of the dispatch function and the rendering of the customary dispatcher service to the Company and will be specified in the FDTM. The Union will be made aware of amendments to Dispatch Training required by FAA or NTSB ruling and/or amendments to procedures that pertain to operating requirements. The

Company will discuss the training issues and changes made to the FDTM with the Union President or his designee.

2. Dispatchers will be required to complete in a satisfactory manner any reasonable training required by the Company which is designed to increase the knowledge and proficiency of the Dispatchers.
3. All classroom training days and Operating Familiarization Flight hours will apply to the total number of annual hours, unless a Dispatcher elects to attend scheduled training on a day off. With the exception of Regulatory Domestic Recurrent classroom training, Dispatchers who elect to attend scheduled training on a day(s) off will be paid at the applicable rate and hours will count towards overtime accrual.
 - a) Days/shifts utilized for Operating Familiarization Flights will be considered a minimum of eight and one-half (8.5) hours or actual duty time, whichever is greater. If the actual hours are greater than eight and one-half (8.5) hours due to unforeseen circumstances or Management approval, the Dispatcher will be compensated for the additional time at the applicable rate of pay.
4. Unless otherwise agreed, the Company will endeavor in good faith to schedule classes of approximately equal size and not more than forty (40) per class.
5. Training days will not be scheduled on contractual holidays, excluding the Employee's Birthday, the day after the Employee's Birthday and President's Day.
6. The Company will provide a copy of any document in the Dispatcher's training file at the request of the Dispatcher. A Dispatcher will be given a copy of any unsatisfactory results pertaining to any phase of his training.

7. A minimum rest period of ten (10) hours will be given before or after any scheduled training class scheduled by the Company.
 - a) A Dispatcher may choose to reduce the rest period to eight (8) hours. The Dispatcher will include this information with his training preferences. A Dispatcher may change his preferences prior to the close of the training assignments. Training days that are traded require eight (8) hours rest before a regulatory shift.
8. If a Dispatcher becomes ineligible as defined in the Hours and Conditions of Work Article 4.A.1, he will be removed from regulatory duty until the appropriate training is completed. If classroom training is required, it will begin on his next regularly scheduled business day. This action will not result in a loss of pay.
9. All classroom training, will be performed on Company time and will be considered as hours of work and will not exceed the scheduled work shift.
10. For classroom training events, other than Regulatory Domestic Recurrent Classroom Training, the Company will provide a proportionate number of morning and afternoon classes based on the Dispatchers' time preferences.
 - a) The Company will offer options of the following shift preferences for classroom training: D-Days/AM Shifts, A-Afternoons/PM Shifts (M-Midnights, if available).
 - b) Preferences will be honored as closely as possible in seniority order.
11. Dispatchers may trade classroom training days with other Dispatchers and with available empty seats retained for trading purposes. Dispatchers may also adjust their training days to a different class with Dispatch Management approval.

- a) If a Dispatcher trades his scheduled classroom training, a minimum rest period of eight (8) hours will be required prior to any regulatory event (classroom training, Operating Familiarization Flights, regulatory shifts) and the Recurrent Training day will continue to be applied to the total number of scheduled days allowed annually.

C. Dispatch Trainer

1. Dispatch Trainers will be selected from their classification by Dispatch Management. The Company has the right to deselect a Dispatch Trainer at its discretion based on the Dispatch Trainer's performance.
2. Dispatch Trainers will have a minimum of two (2) years' experience in their classification.
3. Dispatch Trainer duties will include but not be limited to: OJT (to be scheduled no more than seven (7) days per month with no more than three (3) consecutive days in a work week); assist with preparation and instruction of training classes; proactively assist Dispatchers with operational situations; and instruct/support Dispatchers on policies, procedures and technology.
 - a) If a Trainer is not available, the Trainee may be given a "Train at home" day, "Assistant Desk" study time, and/or released from duty with no loss in pay.
4. In the event an Assistant Dispatcher is required to be observed at a Dispatch Desk by an eligible member of Dispatch Management, the Dispatch Trainer scheduled to work with the Assistant Dispatcher will be pulled from his shift and such pull will not result in a reduction in pay. The Dispatch Trainer's schedule will reflect the originally scheduled shift time, and he will receive credit as though he worked the shift.

5. Initial Training for Dispatch Trainers

- a) Initial Training will consist of a minimum of eight (8) hours and cover training methods, policies, procedures and technology.

6. Recurrent Training for Dispatch Trainers

- a) Recurrent Training for a Dispatch Trainer will consist of a two (2) hour block of classroom instruction every twelve (12) months and may be included in a Dispatch Trainer's Meeting.

D. Competency Check Examiner

1. Competency Check Examiner Requirements

- a) Dispatch Competency Check Examiners will have a minimum of two (2) years' experience in their classification.
- b) For pay purposes, these assignments will last for the duration of the scheduled competency check period.
 - 1) The Company has the right to deselect a Competency Check Examiner based on the Examiner's performance.
 - 2) Either the Union or the Company, by a unilateral decision, may remove a Competency Check Examiner if supported by a minimum of four (4) written complaints received from the Dispatchers.
 - 3) If he is deselected in any month, he will receive the override for the remainder of the pay period in which he is deselected.

2. Competency Check Examiner Duties and Responsibilities

- a) A Competency Check Examiner is a Flight Dispatcher trained by Southwest Airlines and designated by the FAA to supplement Dispatch Management in the administration of competency checks.

- 1) A Classification Competency Check Examiner is a Dispatcher trained by Southwest Airlines to supplement Dispatch Management in the administration of competency checks for Specialized Classifications.
- b) A Competency Check Examiner must be able to distinguish between correctable deviations and breaches of procedure that require additional training.
- c) If the Competency Check Examiner determines that the check may result in an unsatisfactory conclusion, he will notify Dispatch Management at the end of the check process. An eligible member of Dispatch management will complete any necessary re-checks once scheduled by the Dispatch Training Department.

3. Selection

- a) Should Dispatch Management need Competency Check Examiners each year, they will announce the opening of the application period for Competency Check Examiner positions along with the specific number of Competency Check Examiners needed. The announcement will take the form of notices posted via Company email and a Dispatch Memo.
- b) Competency Check Examiners will be selected from the Dispatch Master Seniority List. Dispatchers apply by submitting a letter of interest to Dispatch Management.
- c) Dispatch Management and the Union's Selection Committee will conduct interviews and make the final selections.
 - 1) In the event that the parties are unable to mutually select Competency Check Examiners, half of the Examiners will be chosen by the

Company and half of the Examiners will be chosen by the Union's Selection Committee.

d) Time Line

- 1) Competency Check Examiner application and nomination period will be open for fifteen (15) calendar days.
- 2) Selection period will be completed within sixty (60) calendar days of the original posting.

4. Initial Training for Competency Check Examiners

- a) Initial Training will consist of a minimum of four (4) hours and cover training methods, policies, procedures and technology.
- b) The training for this position will be completed in accordance with the Flight Dispatch Training Manual and this Agreement.

5. Recurrent Training for Competency Check Examiners

- a) Recurrent training for Competency Check Examiners will consist of a two (2) hour block of classroom instruction every twelve (12) months.
- b) The recurrent training for this position will be completed in accordance with the Flight Dispatch Training Manual and this Agreement

E. Dispatch Continuous Auditing Program (DCAP) Observers

1. DCAP Observers will be selected from the Dispatch Master Seniority List and will have a minimum of two (2) years' experience in their classification.
2. If he is deselected in any month, he will receive the override for the remainder of the pay period in which he is deselected.
3. Initial Training for DCAP Observers:

- a) Initial Training will consist of a minimum of eight and one-half (8.5) hours and cover methods, policies, procedures and technology.
- b) The training for this position will be completed in accordance with the DCAP Memorandum of Agreement (MOA).

4. Recurrent Training for DCAP Observers

- a) Recurrent training for DCAP Observers will consist of a minimum of two (2) hour block of classroom instruction every twelve (12) months.
- b) The recurrent training for this position will be completed in accordance with DCAP Memorandum of Agreement (MOA).

F. New Hire Training

1. Indoctrination and Initial Classroom Training

- a) Training will cover fundamental information as mandated by the FARs, the Flight Dispatch Training Manual and Company policies and procedures.
- b) Classroom training for Assistant Dispatchers may deviate from the dispatch work cycle, but not from the total number of scheduled hours annually.

2. Line-oriented Training (OJT Days)

- a) After Indoctrination and Initial Training, Assistant Dispatchers must complete a minimum of forty-five (45) total shifts of desk on-the-job (OJT) training prior to being required to take the Assistant Dispatcher Comprehensive Upgrade Desk Check. This training will consist of a minimum of six (6) work shifts per month and may consist of classroom training in addition to OJT with a Flight Dispatch Trainer.

- b) The Company will endeavor in good faith to distribute OJT days equally among Flight Dispatch Trainers. OJT days are considered a regulatory shift and will encompass all types of start times.
- c) Prior to Upgrade, each Assistant Dispatcher will be scheduled for classroom training that will consist of separate modules or presentations with each of the Specialized Classifications (Dispatch Specialists, Dispatch ATC Specialists, and Network Superintendents) and Meteorologists for an understanding of each group's responsibilities.

3. Additional Assistant Dispatcher Training Days

- a) In the event additional classroom training is needed for an Assistant Dispatcher(s), he may be scheduled outside the normal work cycle for that month. The Assistant Dispatcher must be given the equivalent day(s) off in the following thirty (30) calendar days. An Assistant Dispatcher may request additional training during his work cycle. The Company will advise the Assistant Dispatcher of the equivalent day(s) off as soon as possible within five (5) business days from the assignment of the additional classroom training. Should the Company fail to provide the equivalent day(s) off within the five (5) business days from the assignment of the additional classroom training, the Assistant Dispatcher will be paid the applicable overtime rate for the additional classroom training.
- b) Classroom training days or "a day in the field" for Dispatch Resource Management (DRM) may be assigned to an Assistant Dispatcher for continued education. These days will be scheduled during his regular work cycle at no additional pay, or paid at the applicable overtime rate of pay if scheduled on a day off.

4. Operating Familiarization Flights (OPS FAM)

- a) An Assistant Dispatcher(s) will satisfactorily complete an OPS FAM consisting of at least five (5) hours observing operations from the flight deck.

5. Proficiency

- a) Assistant Dispatcher Upgrade Exams will be standardized and are addressed in the Upgrading Article.

G. Recurrent Training

1. General

- a) Each Dispatcher will be required to perform Recurrent Training in accordance with Company policy and applicable federal regulations.
- b) Recurrent Training should include subject matter introduced from publications and training documents during the previous six (6) calendar months.
- c) Regulatory Domestic Recurrent Training classroom days will be assigned and included in the Dispatcher's Schedule Bid and will be clearly identified on the work schedule.
- d) Other Recurrent Training classroom days will be assigned and on the Dispatcher's schedule after the vacation bids are awarded and will be clearly identified on the work schedule. At the Dispatcher's discretion he may utilize the provisions of 5.B.3 above.
- e) Dispatchers may trade classroom training days with other Dispatchers and with available empty seats retained for trading purposes. Dispatchers may

also adjust their Recurrent Training days to a different class with Dispatch Management approval.

- 1) If a Dispatcher trades his scheduled classroom training, a minimum rest period of eight (8) hours will be required prior to any regulatory event (classroom training, Operating Familiarization Flights, regulatory shifts) and the Recurrent Training day will continue to be applied to the total number of scheduled hours allowed annually.
 - f) Unless otherwise agreed, the Company will not schedule Recurrent Training in the months of November (excluding the first fourteen (14) days).
2. Regulatory Domestic Recurrent Classroom Training
- a) Regulatory Domestic Recurrent classroom training will consist of two (2) days of classroom training and two (2) Regulatory Domestic Recurrent Training CBT events. The two (2) classroom days will be used towards fulfilling the contractual annual workday schedule requirement.
 - b) The first day of Regulatory Domestic Recurrent classroom training will be scheduled in the months of January, February, and March (excluding the weeks of Spring Break (not to exceed three (3) weeks)). The Company and the Union will specify the applicable weeks for Spring Break at the beginning of vacation awards for that year.
 - c) An additional Regulatory Domestic Recurrent classroom training day will be scheduled during September, October, and the first fourteen (14) days of November.
 - d) Regulatory Domestic Recurrent Training Computer Based Training (CBT) for Domestic operations will occur in January and September.

3. Flag & Class II Recurrent Training

- a) A Flag Dispatcher and/or a Dispatcher who elects to remain Flag qualified will receive Flag Operations, and Class II navigations training during annual recurrent training per the FAR's, Company Policy, and the Training Article of this Agreement.
- b) The Company will offer an option for Dispatchers to be scheduled for Flag & Class II Recurrent Training. A Dispatcher will indicate his willingness to be qualified as a Flag Dispatcher during the Schedule Bid process.
 - 1) A Dispatcher awarded a Flag/ETOPS Line or a Flag/ETOPS Relief Line will automatically be scheduled for the Flag & Class II Initial or Recurrent class (as applicable).
- c) Flag & Class II Recurrent training will be scheduled for a four (4) hour shift.
 - 1) If A Flag Dispatcher and/or a Dispatcher who elects to remain Flag & Class II qualified, is pulled from his regularly scheduled shift to attend Flag & Class II Recurrent Training, the Dispatcher's entire shift will be pulled and covered by a Relief Dispatcher or the Overtime Selection process and will not result in a reduction of pay.
- d) Dispatchers are considered qualified to work Flag & Class II Operations conducted outside the forty-eight (48) contiguous United States, if they have either worked a Flag Desk containing these types of operations, or have completed a Flag & Class II review, within the preceding ninety (90) calendar days.

4. ETOPS Recurrent Training

- a) A Flag Dispatcher and/or a Dispatcher who elects to remain ETOPS qualified will receive ETOPS Operations, and Class II navigations training during annual recurrent training per the FAR's, Company Policy, and the Training Article of this Agreement.
- b) The Company will offer an option for Dispatchers to be scheduled for ETOPS Recurrent Training. A Dispatcher will indicate his willingness to be qualified as an ETOPS Dispatcher during the Schedule Bid process.
 - 1) A Dispatcher awarded a Flag/ETOPS Line or a Flag/ETOPS Relief Line will automatically be scheduled for the ETOPS Initial or Recurrent class (as applicable).
- c) Dispatchers are considered qualified to work ETOPS Operations if they have either worked an ETOPS Desk containing these types of operations, or have completed an ETOPS review, within the preceding ninety (90) calendar days.

5. Competency Checks

- a) Will be scheduled in advance and the Dispatcher will receive at least three (3) days' notice of the originally scheduled check.
- b) Will be given by an eligible member of Dispatch Management or an eligible Competency Check Examiner.
- c) Will be standardized and cover basic dispatch proficiency. Each year the Vice President who has responsibility for Flight Dispatch or his designee will meet with the Union President or his designee to compile a study guide, a list of questions and answers, and references (manuals, training

documents, etc.) but is not all inclusive to be used for the Competency Check. The decision for the final list of questions rests with the Company.

d) Once the Competency Check is completed, additional training and questions about operations, training, Company policy or computer applications are allowed during that shift with the specific intent of increasing Dispatcher knowledge and job performance.

6. Unsatisfactory Competency Check

a) The Company will notify the Employee and the President of the Union of the unsatisfactory result.

b) A Dispatcher who is unsatisfactory on his Competency Check at the end of the check will be:

1) Removed from the desk, and may be replaced by an available Relief Dispatcher or through the Overtime Selection process.

a) If less than three (3) hours remain in the shift, an eligible member of Dispatch Management or an available Relief Dispatcher, may cover the remaining portion of the shift. (This time does not apply to the Manager's proficiency time.)

2) debriefed on his deficiencies and possible causes will be discussed.

3) allowed a Union Representative at debrief.

4) provided the areas of deficiency in writing within twenty-four (24) hours of the debrief.

5) trained to proficiency on areas in which he is deficient and given another Competency Check on the areas of deficiency on his next scheduled business day, following any necessary training.

- c) If a Dispatcher feels his Competency Check was unfairly graded, the Dispatcher, the Director of Flight Dispatch and a Union Representative will meet within three (3) business days to discuss the validity of the complaint.

H. Operating Familiarization Flight (OPS FAM)

1. Each Dispatcher will be required to make Domestic OPS FAM consisting of one (1) duty day. The one (1) duty day will be used towards fulfilling the contractual annual workday schedule requirement.
 - a) If a Dispatcher's OPS FAM extends beyond one (1) duty day (outside of the Dispatcher's control: e.g. weather, cancellations, etc.), an additional duty day(s) will be utilized to complete the required amount of time or to return home.
2. Flag Dispatchers, and (once required) other qualified Dispatchers may complete a Flag OPS FAM once every twenty-four (24) calendar months. A Flag OPS FAM may be accomplished in lieu of the Domestic OPS FAM.
 - a) Flag OPS FAMs will consist of up to three (3) duty days, two (2) of which will be either pulled or paid at the applicable overtime rate, one (1) duty day will be used towards fulfilling the contractual annual workday schedule requirement.
 - b) If a Dispatcher's OPS FAM extends beyond three (3) duty days (outside of the Dispatcher's control: e.g., weather, cancellations, etc.), additional duty day(s) will be utilized to complete the required amount of time or to return home.
3. ETOPS qualified Dispatchers are required to complete an ETOPS OPS FAM qualified segment once every twenty-four (24) calendar months. An ETOPS

qualified Dispatcher can accomplish an ETOPS OPS FAM in lieu of the Domestic and/or Flag OPS FAM.

- a) ETOPS OPS FAMs will consist of up to four (4) duty days, three (3) of which will be either pulled or paid at the applicable overtime rate, one (1) duty day will be used towards fulfilling the contractual annual workday schedule requirement.
 - b) ETOPS Dispatchers will alternate areas of operation each time when conducting an ETOPS OPS FAM when Southwest operates in multiple ETOPS areas of operation.
 - c) If a Dispatcher's OPS FAM extends beyond four (4) duty days (outside of the Dispatcher's control: e.g., weather, cancellations, etc.), additional duty day(s) will be utilized to complete the required amount of time or to return home.
 - d) ETOPS OPS FAMs are only available for current Flag/ETOPS Line Holders, Flag/ETOPS Relief Line Holders and ETOPS qualified Dispatchers.
4. OPS FAMs will be considered on Company time and will be considered as hours of work in accordance with this Agreement.
- a) A Dispatcher will schedule his OPS FAM with a minimum of nine (9) hours rest prior to his next scheduled duty day (if the flight schedule allows) and in accordance with 14 CFR part 121, duty and rest requirements. If delays, cancellations, or any condition outside the Dispatcher's control causes the Dispatcher to not have adequate rest, he will notify the chief on duty. His subsequent shift will be pulled without loss of pay.

- b) If a Dispatcher becomes ineligible as defined in the Article 4.A.1, he will be removed from duty without pay until the appropriate OPS FAM is completed.
- 5. For an OPS FAM requiring an overnight stay(s) away from the Dispatcher's home, hotel accommodations must be approved and arranged by Dispatch Management or their designee.
- 6. Dispatchers will be afforded must ride status on the cockpit observation seat for their OPS FAM, including through flights and "same aircraft" flights.
 - a) The flight deck jumpseat priority status for Dispatchers performing an OPS FAM will not be lowered from the status level defined in the Operations Binder as of March 06, 2020.

I. Proficiency

- 1. If a Dispatcher loses proficiency (e.g., leave of absence in excess of ninety (90) calendar days), additional training will be offered (or required as necessary) until Dispatch Management determines the Dispatcher is proficient.
 - a) The training will be scheduled during his next scheduled shift.

J. Specialized Classification Training

- 1. Network Superintendent Initial Training will consist of at least three (3) days of classroom and at least three (3) months of line-oriented OJT shifts.
- 2. Dispatch Specialist Initial Training will consist of at least five (5) days of classroom and at least six (6) months of line-oriented OJT shifts.
- 3. Dispatch ATC Specialist Initial Training will consist of at least two (2) days of classroom and at least three (3) months of line-oriented OJT shifts.

K. Other Dispatch Function Training

1. All Dispatch Function Training must be directly related to the performance of the dispatch function.
2. Other Dispatch Function Training is a training event (classroom or OJT) that is scheduled outside of any training already discussed in this Article.
3. The Company will schedule such training when the monthly schedules are posted. It will be scheduled on a normal work day of the Dispatcher's work cycle.
 - a) Once a Dispatcher has completed a training event, the Dispatcher will not be eligible for an overtime award for the same training event.
 - b) If such training is required after the Dispatcher's schedule has already been posted:
 - 1) The Company may reassign the Dispatcher for additional training with at least seven (7) days' notice of scheduled change and the Dispatcher will be compensated at straight time pay for the amount of time spent in the training event in addition to his regular straight time pay.
 - 2) When possible, training dates will be posted for fourteen (14) calendar days, and Dispatchers may indicate their class preference.
 - (a) If scheduled during the Dispatcher's normal rotation, the Dispatcher's entire shift will be pulled and covered by a Relief Dispatcher, or the Overtime Selection process and such pulls will not result in a reduction of pay.

- (b) Such training may be offered on a day off and the Dispatcher will receive his applicable overtime rate of pay, and the hours will be added to his overtime equalization.
- (c) Preferences will be honored as closely as possible in seniority order. Dispatchers not indicating a preference will be assigned a training date.

L. Computer Based Training (CBT)

1. General

- a) The Company will work with the Union on the development and implementation of any new Dispatch Computer Based Training. Any subject matter requiring more than four (4) hours of training is not eligible for CBT. Computer Based Training may be used for Recurrent Training and Special Curriculum Required Training.
- b) The Company may schedule Special Curriculum Required Training CBTs throughout the year to provide training outside of Recurrent Training. A CBT may be tailored to and required for a specific classification. No more than eight (8) Special Curriculum Required CBTs may be scheduled in a calendar year for each classification.
 - 1) Flight Dispatchers and Specialized Classifications will not be required to complete Special Curriculum Training CBTs established for Assistant Dispatchers. Specialized Classifications who elect to stay eligible as Flight Dispatchers may have up to sixteen (16) Special Curriculum Training CBTs in a calendar year, eight (8) for each classification.

- c) SWA Technology Support: All internet-based training will be compatible with Southwest Airlines standard computer equipment that is specified on SWALife at the time the course is implemented and supported by Technology.
- d) Courseware Production: SWA Dispatch Training Department will ensure that the required internet training courseware will be compatible and useable on Southwest compatible OS/Browsers and Company issued EFBs.
- e) Recognizing that technology advances, the Union President or his designee will meet with officials designated by the Company yearly, or more often if needed, to discuss current operating systems/browser compatibilities to identify opportunities for improvements.
- f) The Union will be provided access to the training product at least fourteen (14) calendar days prior to implementation of each training module unless mutually agreed upon in writing by the Company and the Union. Once the product is electronically available on a secure website, the Company will provide a link with the understanding that only authorized Union personnel will preview the course. The link and/or product will not be shared outside of the Union. The Union and the Company will confer to determine the appropriate length of time required in the administration of the CBT.
- g) Unless otherwise mandated by a federal agency, Dispatchers will be notified a minimum of ten (10) calendar days prior to the implementation of the CBT and will have a minimum of thirty (30) calendar days to complete the CBT. The Director of Flight Dispatch may grant an extended period of time to complete the training.

- h) The Company will afford Dispatchers the ability to schedule and complete training on computers in the Dispatch Training Room or other suitable Southwest headquarters campus location not including the Dispatch floor. A minimum of four (4) computers/work stations will be provided to allow up to four (4) Dispatchers the opportunity to complete the internet-based training simultaneously within the contractually agreed upon time limit.
- i) The Company retains the right to manage and has responsibility for training course content. However, once implemented, course content will not be changed without prior notification to the Union. Length of course changes will be provided to the Union in addition to course content changes.

2. CBT Course Length

- a) Recurrent Training CBT course length will consist of no more than three and one-half (3.5) hours of training including download and testing time.
 - 1) Regulatory Domestic Recurrent Training CBT courses will be accomplished on a Dispatcher's time/days off and will be paid at his applicable overtime rate of pay for a minimum of four (4) hours. Hours worked for CBT will not be applied to the overtime equalization hours.
- b) Special Curriculum Required CBT course length will consist of no more than one (1) hour of training including download and testing time. The Dispatcher will be paid for one (1) hour at the applicable overtime rate. Hours worked for Special Curriculum Required CBT will not be applied to the overtime equalization hours.

M. New Destination Packets

1. The Company will provide each Dispatcher an information packet for new destinations.
2. The packet will include general information and dispatching requirements (e.g., availability of weather information, landing permits, curfews, approved takeoff and landing alternates, unique features of airports, primary/preferred runways for takeoff and landing).
3. There will be no additional compensation for a New Destination Packet.
4. New Destination Packets may be distributed electronically.

N. Flag & Class II Navigation Initial Training

1. Each Dispatcher who is required to be trained for Flag & Class II Navigation and non-domestic dispatching will do so according to the FARs and as outlined in the Flight Dispatch Training Manual.
2. Dispatchers who wish to become Flag & Class II qualified or have been selected or awarded a line of work on the Flag/ETOPS Dispatch desk(s) will be required at least one (1) day of Initial classroom training, at least two (2) on-the-job training shifts with a Dispatch Trainer, and successful completion of an initial Flag & Class II Competency desk check prior to the start of their first scheduled Flag shift.
3. The Company will offer an option for Dispatchers to be scheduled for Flag & Class II Initial Training. A Dispatcher will indicate his willingness to be qualified as a Flag Dispatcher during the Schedule Bid process. A Dispatcher awarded a Flag/ETOPS Line or a Flag/ETOPS Relief Line will automatically be scheduled for the Flag & Class II Initial Training.

O. ETOPS Initial Training

1. Dispatchers who have been selected, or awarded a line of work, on the Flag/ETOPS Dispatch desk(s) will begin ETOPS Initial training within thirty (30) calendar days of starting his awarded Flag/ETOPS line.
 - a) Dispatchers who were not awarded a line of work on the ETOPS Desk but wish to become ETOPS qualified will be placed into a scheduled initial ETOPS class.
 - b) Dispatchers receiving the additional training will be required to remain qualified for a one (1) year period.
2. Initial ETOPS qualification will include a minimum of three (3), eight and one-half (8.5) hour, days of classroom training, plus at least two (2) on-the-job (OJT) shifts with a Dispatch Trainer and successful completion of an initial ETOPS competency desk check prior to the start of their first scheduled ETOPS shift. An initial ETOPS OPS FAM must be accomplished within twelve (12) calendar months of completing initial ETOPS classroom training.
3. The Company will offer an option for Dispatchers to be scheduled for ETOPS Initial Training. A Dispatcher will indicate his willingness to be qualified as an ETOPS Dispatcher during the Schedule Bid process. A Dispatcher awarded a Flag/ETOPS Line or a Flag/ETOPS Relief Line will automatically be scheduled for the ETOPS Initial Training.
4. Dispatchers who have completed Initial ETOPS training are considered qualified to work ETOPS operation if they have either worked an ETOPS

operations, or have completed an ETOPS review, within the preceding ninety (90) calendar days.

P. Dispatch Proficiency Training (DPT)

1. The goal of DPT is to train the art of dispatching. The DPT will not be a tool to impose discipline, but is a tool to ensure proficiency.
 - a) An eligible member of Dispatch Training and Standards who is on the Dispatch Master Seniority List will conduct the DPT.
 - b) Prior to conducting a DPT, the Dispatcher will be notified no less than twenty-four (24) hours in advance via verified delivery. If inconsistencies are discovered relating to Southwest Airlines policies and procedures instant feedback will be provided and additional training may be offered to the Dispatcher.

Article 6. Expenses

A. Company Business Travel and/or Operating Familiarization Flights (OPS FAM)

1. While on Company business (Attendance at Hearings or Investigations, Station visits, Special Projects, etc.) or OPS FAM flights, Employees will be reimbursed for expenses incurred in accordance with established Company policy.
2. The Company will reimburse each Dispatcher for the cost of the initial passport and photos, passport renewals and photos. Costs for visas, inoculations, medications and any other related governmental fees that may apply will be reimbursed if required for such travel designated by the Company.

B. Report to Remote Location

1. When a Dispatcher is required to report to a remote location, the additional mileage and tolls will be reimbursed if driving to the remote location is farther than his normal commute. The mileage will be paid at the standard rate per mile as established by the U.S Internal Revenue Service.
2. When a Dispatcher is required to report to a remote location further than his normal Dispatch Center and driving to the remote location is farther than his normal commute by thirty (30) minutes one-way, he will be reimbursed for the additional commute time at his applicable straight time rate.
3. When a Dispatcher is required to report to a remote location further than eighty (80) miles from his normal Dispatch Center and driving to the remote

location is farther than his normal commute, he will be reimbursed for reasonable meals and lodging expenses incurred or a per diem in accordance with the Company travel policy.

C. Moving Expenses

1. An Employee required by the Company to relocate to another city will be allowed moving expenses as follows:
 - a) Actual moving expenses, including packing, unpacking, and insurance for household effects up to 18,000 pounds including up to sixty (60) days storage. Normal and customary third party charges for actual moving expenses will include the disconnecting, disassembly, assembly, installation, or adjustment of electrical wiring, equipment, plumbing, or appliances. Any item of personal property may be included unless an additional surcharge or separate fee is charged for the item, in which case the excess charges will not be paid by the Company. This move may be accomplished in two (2) stages.
 - b) The Company reserves the right to select the moving company designated to move the household effects of the Employee.
 - c) The Employee will be allowed reasonable expenses for himself and members of his immediate family when properly substantiated by receipts during the period of enroute travel. The period of enroute travel will continue after arrival until the day the household effects arrive or until the end of the fifth business day, whichever comes first.
 - d) In addition to the said weight limitation in Paragraph (a) above, two (2) automobiles per family may be driven and the Employee will be reimbursed at the current IRS mileage rate by the most direct AAA

highway mileage or the automobile may be shipped and the Company will pay the shipment costs up to the allowable mileage contained herein.

- e) A Dispatcher will be reimbursed for moving expenses associated with a self-move not to exceed the equivalent cost of a commercial move. Expenses will be substantiated by receipts.
- f) Actual expenses (within reason, supported by receipt) for meals and lodging enroute for the Dispatcher and members of his dependent family. Expenses for lodging will be based on a hotel in the moderate category. (Moderate category hotels are defined in the Company travel policy.)
- g) Travel time will be allowed at the rate of one (1) calendar day for each three hundred fifty (350) miles or fraction thereof plus one (1) additional day on each end of the move. For each day of travel time, a Dispatcher will receive his regular pay for scheduled days; if the Dispatcher is on his scheduled days off, he will receive one-half (.5) his standard rate of pay.
- h) The Company's obligation for a paid move will terminate if not used within twenty-four (24) months of the relocation date. The move will commence on the date when the mover loads the household effects where the move originates.
- i) The Employee and spouse or committed partner and dependent children will be entitled to round trip positive space transportation to locate living accommodations.

Article 7. New Hire and Probation

A. General

1. An Employee will be on probation for a period of twelve (12) months of continuous service with the Company under the terms of this Agreement.
2. Assistant Dispatchers will be required to obtain an Aircraft Dispatcher's Certificate before the completion of twelve (12) months of service as an Assistant Dispatcher as a condition of continued employment.
3. Nothing in this Agreement will be construed to prevent the Company from releasing any Employee during his probationary period without cause or without hearing.
4. In meetings involving discharge, a probationary Employee may request a Union Representative to be present as a non-participating observer.
5. Unless specifically excluded in this Agreement, probationary Employees will have the same rights and privileges afforded non-probationary Employees.

B. Internal Transfers from a Non-Contract Position to Dispatch

1. Unused Paid Time Off (PTO) Hours
 - a) The Employee transferring into Dispatch may add up to forty (40) hours of his unused PTO to his Dispatch Accrued Sick Leave bank.
 - b) Any hours not converted to Accrued Sick Leave will be converted to vacation hours to be used in the year hired into Dispatch.
2. Vacation Time

- a) The Company will determine if the new Dispatcher is able to use his accrued vacation hours in the year hired into Dispatch, based on training and operational requirements.
- b) If the Dispatcher is unable to use those accrued vacation hours, he will be paid out for all unused vacation hours on the last pay period of the year (i.e. January 5 pay statement).
- c) Employees will then be entitled to vacation allowance in the following year according to Article 9.A of the CBA based on their years of service with the Company.

3. Sick Time

- a) If applicable, any hours in Paid Sick and Non-Contract Accumulated Sick Time will be moved to his Dispatch Accrued Sick Leave Bank for use in his contractual position.
- b) Sick hours will begin accruing as outlined in Article 12 of the CBA.

C. Internal Transfers from a Contract Position to Dispatch

1. Vacation Time

- a) The Company will determine if the new Dispatcher is able to use his accrued vacation hours in the year hired into Dispatch, based on training and operational requirements.
- b) If the Dispatcher is unable to use those accrued vacation hours, he will be paid out for all unused vacation hours on the last pay period of the year (i.e., January 5 pay statement).

- c) Employees will then be entitled to vacation allowance in the following year according to Article 9.A of the CBA based on their years of service with the Company.

2. Sick Time

- a) If applicable, any accumulated hourly Sick Time will be moved at a rate of one (1) hour to one (1) hour of Sick Leave to his Dispatch Accrued Sick Leave Bank for use in his contractual position. If applicable, any accumulated Trip-for-pay (TFP) Sick Time will be moved to his Dispatch accrued Sick Leave Bank in accordance with the current formula (i.e. $(TFP/7) \times 8 = \text{sick leave hours}$).
- b) Sick hours will begin accruing as outlined in Article 12 of the CBA.

Article 8. Upgrading

A. General

1. Upgrading will consist of the training, uniform Assistant Dispatcher Upgrade Exams, and operating experience required of Assistant Dispatchers upgrading to Flight Dispatcher.
2. The Union and the Company will work together to develop the phases of upgrade, including the uniform Assistant Dispatcher Upgrade Exams to be administered. The Company is ultimately responsible for the phases of upgrade, including the uniform Assistant Dispatcher Upgrade Exams, except as otherwise provided in this Agreement.
3. Any Assistant Dispatcher will, as a condition of continued employment, successfully complete the uniform Assistant Dispatcher Upgrade Exams within twenty-four (24) months after permanent assignment as an Assistant Dispatcher.

B. Upgrade Exams

1. The written upgrade exam will be an open book test and the Assistant Dispatcher will be given a minimum of four (4) consecutive hours during one upgrade classroom training event to complete the test. The Union and the Company will work together to develop a reasonable timeframe to complete the open book test.
2. The Comprehensive Upgrade Desk Check will be standardized and will contain previously covered material from training.

- a) At least thirty (30) calendar days prior to the Comprehensive Upgrade Desk Check, the Assistant Dispatcher will be given a list of topics that will be included in the Comprehensive Upgrade Desk Check. The Comprehensive Upgrade Desk Check will include observation, as well as questions on operational procedures, Company policy, and 'tools' used to perform the dispatch function.
- b) At least fifteen (15) calendar days prior to the Comprehensive Upgrade Desk Check, the Assistant Dispatcher will be provided a shift of supervised operating experience with an eligible member of Dispatch Management. This OJT shift will be a preparation for the Comprehensive Upgrade Desk Check. The Company will give at least seven (7) calendar days' notice of this shift.
- c) The Comprehensive Upgrade Desk Check will be scheduled in advance and be given by an eligible member of Dispatch Management. The Company will give at least seven (7) calendar days' notice of this shift. Within twenty-four (24) hours of the conclusion of the Comprehensive Upgrade Desk Check, the Assistant Dispatcher will be informed of a pass or unsatisfactory result.

C. Unsatisfactory Written Upgrade Exam or Comprehensive Upgrade Desk Check

1. An Assistant Dispatcher who has an unsatisfactory written upgrade exam or Comprehensive Upgrade Desk Check will be:
 - a) Given notification of a debrief meeting within twenty-four (24) hours of the notification of the unsatisfactory written upgrade exam or Comprehensive Upgrade Desk Check, including his right for a Union

- Representative to be present. The meeting will be held within three (3) business days of notification.
- b) Provided with, in writing, the areas of deficiency within seven (7) calendar days of the debriefing.
 - c) Provided additional individualized training on the areas of deficiency and will be given up to two (2) additional written upgrade exams and Comprehensive Upgrade Desk Checks within a period of ninety (90) calendar days. After an unsatisfactory written upgrade exam or Comprehensive Upgrade Desk Check, Assistant Dispatchers will be given three (3) calendar days' notice prior to any additional written upgrade exam or Comprehensive Upgrade Desk Check.
 - d) If the Assistant Dispatcher is unsuccessful in passing the written upgrade exam or Comprehensive Upgrade Desk Check as stated above, the Assistant Dispatcher will be terminated from the Dispatch Department.

Article 9. Vacation and Holidays

A. Vacations

1. The term “year” as used herein means a calendar year.
2. Employees hereunder will be entitled to receive vacation allowances in accordance with the following:
 - a) As of December 31st, of each year, each Employee hereunder will be entitled to a vacation to be taken in the following year as follows:
 - 1) One (1) or more years of service with the Company: 10 days
 - 2) Five (5) or more years of service with the Company: 15 days
 - 3) Ten (10) or more years of service with the Company: 20 days
 - 4) Eighteen (18) or more years of service with the Company: 25 days
 - b) An Employee who, as of December 31 of any year, has less than one (1) year of continuous service with the Company, will be entitled to a vacation in accordance with the following schedule:

1 month	1 day
2 months	2 days
3 months	3 days
4 months	4 days
5 months	4 days
6 months	5 days
7 months	6 days
8 months	7 days
9 months	8 days
10 months	9 days
11 months	9 days
12 months	10 days

- 1) In any calendar month, fifteen (15) days or more of service with the Company will be considered a full month and less than fifteen (15) days will not be considered.
3. The pay for such vacation will be at the pay which the Employee would normally have received at his straight-time rate at the time the vacation day is taken.
4. Vacations will be granted based on classification seniority. However, if an Employee changes classification after the vacation bid is completed, he will retain his previous bid and assigned vacation period. Pay for vacation will be at the appropriate straight time rate for the position occupied at the time of vacation.
5. The Company will supply Dispatchers with a Vacation Bid Packet which includes:
 - a) A Timeline for the vacation process.
 - b) Dispatcher classification seniority and number of vacation days.
 - c) Overlap Results.
 - d) Number of daily vacation slots available for bid.
 - e) A field for the Dispatcher to enter his preferred contact information for any bid clarifications. The default option will be via telephone listed in the Company telephone system.
 - f) Any other items that are applicable to this process.
6. Bids will be submitted electronically through the Scheduling System. (Paper bids will be accepted for unique circumstances.)
7. The Company will post available vacation bid packets for each year not earlier than July 16 and Employees eligible will submit their bids not later

than August 1 of that year. The vacation periods will be awarded and posted no later than September 30.

8. The vacations available will include vacations to be taken from January 1 through December 31 of the following year.

a) Each classification's daily vacation allotment (except Dispatch Specialists and Assistant Dispatchers) will be based on the actual vacation allotment within the classification multiplied by one hundred twenty percent (120%), divided by three hundred sixty-five (365), rounded up to the next whole number.

1) High demand days will be an additional twenty (20%) percent, rounded up to the next whole number, after the daily vacation allotment has been calculated as referenced above.

(a) For the purpose of this Agreement, the following high demand days are recognized:

- New Year's Day
- Super Bowl Sunday
- Easter
- Mother's Day
- Memorial Day
- Father's Day
- July 4
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve

2) **Dispatch Specialists:** For Dispatch Specialists the number of vacation shifts awarded per day throughout the year will be determined by

staffing at least one AM shift and one PM shift (and Midnight, once it is an established shift) on weekends and contractual holidays, except President Day, his birthday and day after his birthday.

3) **Assistant Dispatchers:** The number of vacation shifts awarded to Assistant Dispatchers on any given day throughout the year will be a minimum of twenty percent (20%), rounded up to the next whole number, of the total number of Assistant Dispatchers. (anticipated to remain Assistant Dispatchers for the bid year).

(a) Assistant Dispatchers anticipated to upgrade to a Flight Dispatcher on or before July 1st for the bid year will bid vacation as a Flight Dispatcher.

9. If an Employee fails to submit his vacation bid, an attempt to contact the individual will be made via his primary contact number prior to the beginning of the award process. In order to exercise seniority, vacation bid sheets (including revisions) must be submitted prior to his turn to bid.

a) During the vacation process, if a Dispatcher is missing a bid for the round, the Company will attempt to contact the Dispatcher and advise him there is no bid on file. The bid process will continue, and the Company will process the Dispatcher's bid for that round. (and/or any previously missed rounds) once the Company receives and is made aware of the bid. The Dispatcher must submit a vacation bid for subsequent rounds in order to exercise his classification seniority. If no contact is made, the vacation bid process will continue. This process will be repeated for each round of vacation bidding.

b) If only a portion of the Dispatcher's bid is available, the Company will seek clarification from the Dispatcher before proceeding.

10. Each Employee may submit a revised vacation bid(s) before his turn to bid for each round of bidding. Employees will be provided a confirmation, with time and date, that his bid was received by the Company.
11. Each round of bidding will be awarded and posted for the entire classification seniority before a subsequent round is awarded.
12. A single bid consists of one or more consecutive days and will not exceed an Employee's accrued vacation as outlined herein.
13. Upon completion of the vacation bid process of all classifications, Employees will be given a ten (10) day protest period after the posting of the vacation awards (e.g., Vacation results for a classification are posted at 1700c on the 1st of the month, then the protest would last until 1700c on the 11th of that month).
 - a) In the event of a vacation bid protest, the Dispatcher will notify NOC Scheduling and the Union Board via email.
 - b) Any successful vacation award protest will be corrected, and the affected Dispatcher will be awarded the proper vacation period. The correction will not cause another Dispatcher's award to be removed.
14. Once the vacation protest period is complete, all final vacation awards will be posted electronically and in the scheduling system within five (5) business days.
15. Once the vacation award process is fully automated, the Company and the Union will meet and confer on a process going forward.
16. Bidding and Using Floating Vacation Days
 - a) Each Employee with fifteen (15) days or more vacation is allowed up to five (5) days as Floating Vacation Days. Such days must be declared prior to the 1st round of vacation bidding.

- b) During the calendar year, Floating Vacation Days will be awarded up to the allotment established during the vacation bidding process.
 - 1) The Company will award additional Floating Vacation Days if the days can be awarded without the use of overtime.
 - c) Employees may submit bids for one (1) or more days during the monthly bid. The Dispatcher will submit bids for Floating Vacation Days through the Scheduling System.
 - d) The Dispatcher shall submit his Floating Vacation bid(s) for the following month by the 1st day of the current month.
 - e) The Company will award and post Floating Vacation Days by the 5th day of each month in classification seniority order.
17. An Employee who has been assigned a vacation period will not have those vacation dates changed without the Employee's consent.
18. The Company will publish available vacation slots for the remainder of the year. An Employee may make a formal request to NOC Scheduling by the 1st of the month to relocate his vacation award or Floating Vacation Day to any day other than the blackout dates listed below. By the 5th of each month, vacation requests for the remainder of the year will be awarded, in seniority order, based on the vacation allotments. For Dispatch Specialists additional allotments may be granted if it can be accommodated without causing any additional costs to the Company.
- a) Blackout dates: New Year's Day, Easter, Mother's Day, Father's Day, July 4, Thanksgiving Day, Christmas Eve, Christmas Day, New Year's Eve.
19. Any vacation not taken in the calendar year will be paid on the last pay period of that year (i.e., January 5 paycheck).

20. In the event of termination of employment with the Company, an Employee covered hereunder who has completed six (6) months of service with the Company will be paid for all unused vacation time accrued to the month preceding his separation. Employees resigning from the Company, who fail to give two (2) weeks' notice of resignation in writing, will not be paid for any vacation hereunder.

B. Holidays

1. All holidays will be incorporated into the work schedule, resulting in the work schedule outlined in the Hours and Conditions of Work Article.
2. All Employees will receive one additional day's compensation at their straight time rate for each holiday as defined in this Article.
 - a) If two holidays fall on the same day, the Employee will be paid for both holidays (e.g., Birthday coincides with Thanksgiving).
3. An Employee who is not scheduled to work on a holiday, but is awarded overtime or junior assigned to work will receive additional compensation at two (2) times his straight time rate.
4. For the purpose of this Agreement, the following holidays are recognized:
 - a) New Year's Day
 - b) Presidents Day
 - c) Memorial Day
 - d) Independence Day
 - e) Labor Day
 - f) Thanksgiving Day
 - g) Friday after Thanksgiving
 - h) Christmas Day

- i) Employee's Individual Birthday
- j) Day after Birthday

Article 10. Insurance and Benefits

A. General

1. The Company will continue the benefits of the existing group insurance plans. Alternative, personal option plans (e.g., such as the flexible benefit plans presently offered as part of the BenefitsPlus Program) will also be made available to Employees covered by this Agreement upon the same terms and conditions as such plans are made available to any other group of Company employees. Any future increase in costs borne by the Company for employees not covered by this Agreement will be borne by the Company for Employees covered by this Agreement.
2. If any Employee group subsequently receives an improvement to their insurance benefits (e.g., reduced premiums, cost caps), then that same improvement (subject to the same terms and conditions) will be offered as an option to Employees covered by this Agreement. In the event of a dispute, the Union may reopen negotiations concerning the change to insurance benefits.
3. The Company will provide each Dispatcher with a current description of the terms and conditions of each Company health benefits plan.
4. Company health benefits upon retirement are outlined in the 401(k), Profit Sharing and Retirement Article.

Article 11. 401(k) Plan, Profit Sharing and Retirement

A. 401 (k)

1. Subject to IRS regulations, the Company will maintain a Roth 401(k) contribution option in the current 401(k) Plan. The investment options will mirror the 401(k) Plan options for pre-tax contributions.
2. Subject to IRS regulations, ratification bonus payments will be considered eligible compensation for the 401(k) Plan.
3. The Employees will be eligible for matching Company contributions to 401(k)/Roth 401(k) accounts on a dollar-for-dollar basis up to a level of nine and three-tenths (9.3%) percent of the Employee's compensation, with a maximum matching contribution equal to the limits allowed by the Internal Revenue Service.
4. If any Employee group (excluding Pilots) subsequently receives an improvement to the Company's 401(k) contribution, then that same improvement (subject to the same terms and conditions) will be provided to Employees covered by this agreement. In the event of any dispute, the Union may reopen negotiations concerning the changes to 401(k) benefits.
5. All other provisions of the Company 401(k)/Roth 401(k) Plan, including a five- (5) year vesting schedule in Company contributions, will apply.
6. General Vesting
 - a) A member will have a vested and non-forfeitable interest in that vested percentage portion of the balance credited to the member's matching contributions account at any time determined by reference

to his completed years of vesting service in accordance with the following schedule:

If an Employee has Completed: *	Vesting Percentage
Less than 1 Year	0%
1 Year	20%
2 Years	40%
3 Years	60%
4 Years	80%
5 Years**	100%

* Years with the Company

**And thereafter

7. Accelerated Vesting

a) A member shall be fully vested and have a non-forfeitable interest in the balance credited to his matching contributions account if:

- 1) The Employee becomes medically disabled; or
- 2) The Employee retires at or after age 65.

B. 415 Excess Plan

1. The Company will maintain tax-deferred “415-Excess Plan,” by which Dispatchers may elect to defer receipt of contributions in excess of the amounts allowed by Section 415 of Internal Revenue Code to be contributed to a qualified retirement plan.
2. Under the 415-Excess Plan, the Company will place contributions designated for equity investment in a tax-deferred rabbi trust, with

investment elections to include but not be limited to a selected of at least three (3) Target Date funds.

3. Contributions in excess of 415(c) limits paid in cash will not be considered eligible compensation for purposes of the Profit Sharing Plan or the 401(k) Plan.

C. Profit Sharing

1. The Employees covered hereunder will be included in the Southwest Airlines Company Profit Sharing Plan which became effective as of January 1, 1973, as amended.
2. Should the Southwest Airlines Board of Directors take action to terminate the Plan, this Agreement will be reopened for the limited purpose of negotiating a plan to replace the Profit Sharing Plan.
3. Profit sharing payments on earnings in excess of 401(a)(17) limits for each Dispatcher will equal the total amount of such excess earnings times the Profit Sharing percentage applicable to earnings below the 401(a)(17) limit under the terms of the Profit Sharing Plan. Any excess payments will be paid in cash and will not be considered eligible compensation for purposes of the ProfitSharing Plan or the 401(k) Plan.

D. Retirement Medical Benefits

1. Sick Leave allowance will accrue as described in the Sick Leave, Leaves of Absence and On-the-Job Injuries Article. Upon termination of employment, accrued Sick Leave will not be paid, but may be used as described in this section.

2. Coverage under this section will extend to persons covered under the Health Plan as eligible family members at the time of the Employee's retirement unless they cease to be an eligible family member during the period of coverage for the retired Employee.
3. Upon retirement at or after age sixty-one and one-half (61 ½) with a minimum of ten (10) years of service with the Company or upon retirement at or after age sixty (60) with a minimum of twelve (12) years of service with the Company:
 - a) The Employee may trade accrued Sick Leave for continued medical and dental coverage at a rate of one (1) month's coverage for each twelve (12) hours of Sick Leave accrued until exhausted or until Medicare eligibility age or age sixty-seven (67), whichever occurs first.
 - b) The Employee who has exhausted his accrued Sick Leave may pay for the above coverage at premiums which will not exceed the age- banded actuarial cost of providing such coverage as determined by the Administrators of the Health Plan.
 - c) The retired Employee who qualifies for the above retiree healthcare must continue at the same coverage option and coverage level as the Employee was receiving on the day prior to retirement until the next health plan enrollment period. Each year thereafter during the health plan enrollment period, the retired Employee shall only be eligible to elect a coverage option under the BenefitsPlus portion of the Health Plan.

4. Upon retirement at or after age fifty-five (55) with a minimum of fifteen (15) years of service with the Company and with at least one thousand (1000) credited hours of Sick Leave available:
 - a) The Employee may trade accrued Sick Leave for continued medical and dental coverage under the Company's Medical Plan C and Basic Dental at the rate of one (1) month's coverage for each twelve (12) hours of Sick Leave accrued until exhausted or until Medicare eligibility age or age sixty-seven (67), whichever occurs first.
 - b) The Employee who has exhausted his accrued Sick Leave may pay for the above coverage at premiums which will not exceed the age- banded actuarial cost of providing such coverage as determined by the Administrators of the Health Plan.
 - c) A retired Employee who qualifies for the above retiree healthcare must move coverage to Medical Plan C and Basic Dental immediately upon retirement.

5. Coverage of Younger Spouse/Eligible Dependents: Upon Medicare eligibility age or age sixty-seven (67) whichever occurs first, a Dispatcher with remaining credited sick leave may elect to trade unused credited sick leave for continued coverage under the Company's Medical Plan C and Basic Dental for a spouse under Medicare eligibility age or age sixty-seven (67) whichever occurs first and other eligible dependents at the rate of one (1) month's coverage per twelve (12) hours accrued sick leave.
 - a) If the retired Dispatcher has used all sick leave, such coverage may be purchased for the younger spouse and other eligible dependents at the

age-banded actuarial cost of coverage for Medical Plan C and Basic Dental. Coverage will end the earlier of:

- 1) When the spouse reaches Medicare eligibility age or age sixty-seven (67), whichever occurs first; or
 - 2) The date the spouse ceases to be eligible as defined in the Plan.
- b) If a younger spouse receiving such coverage should die thereafter, eligible dependents will be covered until the younger spouse would have reached Medicare eligibility age or age sixty-seven (67), whichever occurs first.
6. If the retired Employee dies before Medicare eligibility age or age sixty-seven (67), whichever occurs first, the Employee's spouse and/or dependent(s) may continue coverage up to the date the normal coverage would have ceased or upon the surviving spouse's remarriage.
- a) The surviving spouse and/or dependent(s) may trade Sick Leave accrual for such coverage on the same basis as the Employee could have provided there are sufficient hours remaining in the Sick Leave accrual.
 - b) Upon exhaustion of such Sick Leave accrual, the surviving spouse and/or dependent(s) may pay for such coverage at premiums which will not exceed the age-banded actuarial cost of providing such coverage as determined by the Administrators of the Health Plan.

E. Retirement Life Insurance

1. Employees have the ability to port their life insurance to the issuing life insurance company within sixty (60) days of retirement as long as such right

exists in the policy issued to Southwest at the time of the Employee's retirement.

Article 12. Sick Leave, Leaves of Absence and On-the-Job Injuries

A. Sick Leave

1. Sick Leave pay will be at the Employee's current straight time rate.
2. Employees will accrue eight (8) hours of Sick Leave pay for each calendar month worked after employment as a Dispatcher.
3. Such Sick Leave will accrue for a period of one (1) year, and if any portion of same remains unused after completion of duty over such calendar year, same will be applicable to sickness as encountered during the successive calendar years, provided that such Sick Leave will not accrue for a maximum of more than two thousand four hundred (2400) hours nor apply toward annual vacation or other leaves of absence as specified in this Article.
4. For each absence due to Sick Leave on an Employee's scheduled shift, excluding overtime, the Employee will have the number of hours used (eight (8.0) hours per shift) deducted from his accrued Sick Leave.
 - a) When a scheduled shift is removed due to Sick Leave, the Sick Leave code will be valid for the actual hours of the shift pulled.
5. If an Employee reports for work, excluding overtime, and becomes ill to the extent that he is unable to finish his day's work, the Employee will have the number of hours used deducted from his accrued Sick Leave.

6. If the Employee has no accrued Sick Leave, he will not be paid for his leave, however, accrued vacation may be taken at the option of the Employee during a Sick Leave of absence.
7. Sick Leave allowance will accrue during each calendar month for which an Employee receives pay.
8. No Dispatcher will exercise the privileges of his Airmen's Certificate while he knows or has reason to know of any medical condition that would interfere with his ability to perform his duties in a safe manner.
9. The Dispatcher's requirement for reporting ill must be made to those designated with the responsibility for calling out overtime.
10. The Company will place the Employee on a Medical Leave of Absence after fourteen (14) continuous days of Sick Leave.

B. Leaves of Absence

1. Personal Leave

- a) An Employee may request a Personal Leave of Absence from the Company for instances which do not meet the criteria of any other types of leaves in this Article.
 - 1) When the requirements of the service permit, Employees will, upon application to the Company, be granted a leave of absence for any reason deemed adequate by the Company for a period not in excess of ninety (90) calendar days.
 - 2) Requests for leaves of absence or extensions thereof and approvals by the Company will be in writing.

- 3) Employees granted a leave of absence will retain and continue to accrue seniority for all purposes during the first ninety (90) days of such leave of absence. For leaves of absence in excess of ninety (90) days, an Employee will retain but not continue to accrue seniority for all purposes after ninety (90) days.
- 4) Accrued vacation may be taken at the option of the Employee during a personal leave of absence.

2. Bereavement Leave

- a) A Dispatcher will be paid while absent from work due to death in his family. Family will include spouse, children, step-children, parents, step-parents, brothers and sisters, step-brothers and sisters, mother-in-law, step mother-in-law, father-in-law, step father-in-law, grandparents, step-grandparents, grandchildren, eligible committed partner, registered partner (as defined and recognized by the Benefits department), and mother, father, or child of the Dispatcher's eligible committed partner or registered partner and the time of such absence will be the necessary time required to attend funerals provided that such absence will not exceed four (4) days. If additional days are needed, the Company may grant other available leaves at the Company's discretion. The Dispatcher may request and be granted additional days through accrued vacation time.

3. Jury Duty

- a) An Employee absent during his normal working day for the purpose of serving as a juror, or standby juror, will be entitled to his regular pay for the number of authorized days off.

- b) Employees will not be required to work a shift scheduled beyond midnight if the Employee is required to report for Jury duty the next morning.
- 1) Commuters are not required to work a shift prior to Jury Duty, if that shift along with the latest scheduled flight to his commuter airport causes him to arrive beyond 2300 local. If the Dispatcher is a commuter, he will be scheduled as a must ride to his commuter airport if served by Southwest Airlines. The Company will schedule a commuter as a must ride to the nearest Southwest Airlines airport upon request if the commuter does not have a Southwest Airlines airport listed as his commuter airport.
 - 2) If this causes the commuter to be removed from a shift prior to jury duty, the commuter will notify the Chief Dispatcher on duty immediately of his unavailability to work his shift. This Dispatcher will be required to pick up a shift from Open Time within one-hundred and twenty (120) calendar days of the missed assignment at no additional pay. If the Dispatcher fails to pick up this shift, the missed assignment will be considered a Leave without Pay (LWOP).
- c) An Employee will be considered released from jury service at 5:00 pm local time or the actual release time, whichever is later on the last day of service. The Employee will be allowed ten (10) hours rest from the release time as provided for in Article 4 of the CBA before reporting back for his next scheduled shift.
- 1) If a commuter is unable to report for his next scheduled shift, the commuter will notify the Chief Dispatcher on duty immediately of his

unavailability to work his shift. This Dispatcher will be required to pick up a shift from Open Time within one-hundred and twenty (120) calendar days of the missed assignment at no additional pay. If the Dispatcher fails to pick up this shift, the missed assignment will be considered a Leave without Pay (LWOP).

- d) Employees will not be required to work a partial shift to satisfy this part.
- e) An Employee receiving summons will notify the Director of Flight Dispatch or his designee as soon as practicable, and will notify the Director of Flight Dispatch or his designee with actual dates and hours of service.
- f) In any jury duty event, the Employee will notify the Director of Flight Dispatch or his designee as soon as practicable upon release from jury duty, and will advise the Director of Flight Dispatch or his designee of his status on a daily basis.

4. Military Leave

- a) Military Leave will be granted to Employees who are called to duty, voluntarily or involuntarily, in accordance with state and federal laws that are applicable, and in accordance with this Article.
- b) All Employees taking Military Leave are expected to provide as much advance notice as possible.
- c) Employees will maintain and continue to accrue seniority for all purposes throughout the duration of the leave.
- d) For a period of Military Leave in excess of thirty (30) calendar days, if a Dispatcher's military pay is less than his pay as a Dispatcher, the

Company will allow the Dispatcher to be paid from his Sick Leave accrued hours up to the amount he was earning as a Dispatcher.

- e) Employees who are on Military Leave will continue to accrue vacation time.
 - 1) Employees on Military Leave during those months when vacation has already been bid may elect to be paid for any earned vacation in the month(s) they were awarded vacation or at the end of the calendar year. Vacation will not be carried over to the next calendar year.
- f) For Military Leaves of Absence, an Employee and his eligible dependents'/companions' pass privileges will remain unchanged and continue in accordance with Company policy for all Employees for SWA on-line travel and, for the Employee and his eligible dependents to the extent other airlines will so agree, for off-line travel while on such leave. If the Company reaches agreement with other airlines in the future to allow companion travel for Employees on Military Leave, that privilege will be extended to the Union.
- g) Jumpseat privileges will remain unchanged and continue while on Military Leaves of Absence.
- h) In no event will the Dispatcher's rights and benefits be less than those provided under USERRA.
- i) If any other Employee group subsequently receives improved Military Leave benefits, then those same benefits, subject to the same terms and conditions, may be adopted at the option of the Union President.

5. Medical Leave of Absence (Including Maternity)

- a) Leave of absence will be granted due to sickness, non-occupational injury or pregnancy upon written verification of disability from a qualified medical doctor. The Employee requiring an extension of a Medical Leave of Absence must submit an extension request stating the period of extension requested which must be supported by a doctor's statement specifying the need for an extension. Accrued Sick Leave or Long-Term Disability may be taken at the option of the Employee during a Medical Leave of Absence. The Company will continue health insurance coverage to the Employee for up to one hundred twenty (120) calendar days from the Employee's last paid day, during which time the Employee will be responsible for paying any premium the Employee was paying while in active service. Coverage after one hundred twenty (120) calendar days will be available under COBRA at the full applicable COBRA premium.
- 1) Pay Scale Step plus twenty percent (20%) is the income used to calculate Long-Term Disability, Life Insurance, and Accidental Death and Dismemberment (AD&D) benefits.
- b) An Employee on Medical Leave will continue to accrue seniority for all purposes for four (4) years, unless extended by mutual consent of the Company and the Union. The Employee may not take Sick Leave or vacation accrued during the period of the leave until after the Employee returns to active service. Unless extended, if the Employee has not returned to duty by the end of a four (4) year period, the Employee will be automatically terminated from employment and all seniority rights forfeited. The Company will send a return-to-work notification to the Employee via verified delivery at least thirty (30) calendar days prior to

the end of the four (4) year period or the end date of an extended leave period. After four (4) years, if extended by mutual consent of the Company and the Union, the Employee will maintain but not accrue seniority for pay, Sick Leave, or vacation accrual purposes.

- 1) The Company reserves the right to require an examination by a doctor of the Company's choosing at any time at the Company's expense. If a dispute should arise between the Company's physician and the Employee's physician concerning the physical capability of an Employee to return to work during a Medical Leave, a third physician, which the Employee's physician and the Company's physician will agree on, will be consulted and his decision will be determinative. The expense of the third physician will be paid for by the Company.

c) Maternity Leave

- 1) Maternity Leave will be granted due to pregnancy upon written verification of pregnancy from a qualified medical doctor. When maternity leave is requested, it will commence at the termination of the pregnancy and such leave will be granted for a period of up to twelve (12) weeks to care for and bond with the newly born child. The Dispatcher has the option to use her Sick Leave, accrued vacation or unpaid leave for the duration of Maternity Leave. During such period she will retain and continue to accrue seniority.

- (a) Post-Maternity Leave of Absence: In the absence of a medical incapacitation, Employees may request, and upon approval, receive up to an additional ninety (90) calendar days of post-maternity leave of absence without losing her seniority or insurance

coverage. The Dispatcher has the option to use her Sick Leave, accrued vacation or unpaid leave during the Post-Maternity Leave.

(b) Any pre-delivery leaves of absence will be covered under Medical Leave of Absence.

6. Parental Leave

- a) Except for those Dispatchers who qualify for Maternity Leave or Post-Maternity Leave of Absence, a Dispatcher that is the biological parent of a child, adopts, or becomes a permanent legal custodial caregiver to a dependent child that formerly was not, but will be living in his home, will be granted a leave of absence for a period not to exceed twelve (12) consecutive weeks and will retain and accrue seniority for all purposes during such leave and will not lose insurance coverage. The Dispatcher has the option to use his Sick Leave or vacation pay during this leave. The leave must be taken in its entirety within twelve (12) calendar months from the date the child begins living in the Dispatcher's home. Any applicable federal, state, or local leaves will run concurrently.

7. Union Leave

- a) An Employee will be granted a leave of absence to accept an official full-time position as a TWU Local or International Representative and will continue to accrue seniority for all purposes during such leave.
- b) An Employee on Union Leave will be considered an active Employee and retain all rights and privileges.

- c) An Employee on Union Leave will continue to receive regular payroll, and the Union will reimburse the Company for the Employee's lost time.

8. Union Shift Pull

- a) Subject to the requirements of service, Dispatchers on Union business will be allowed to have their shift pulled. The pull sheet will be submitted by the Union President and processed upon receipt. The Dispatcher will be pulled from his shift and such pull will not result in a reduction in pay. The Dispatcher's schedule will reflect the originally scheduled shift time, and he will receive credit as though he worked the shift.
- b) Subject to the requirements of service, Dispatchers that have Time Owed for previous Union business, will be allowed to have a shift of their choice pulled. The pull sheet will be submitted by the Union President and processed upon receipt. Any shift pulled for Time Owed for previous Union business will be considered a day off and the Dispatcher will be eligible to work trades and overtime. The Dispatcher will receive credit as though he worked the shift for incentive programs and monthly/yearly work totals.

9. Critical Incident Leave of Absence

- a) The Dispatcher actively exercising operational control will be placed on a minimum of seven (7) calendar days of paid leave of absence for critical aircraft incidents such as hijacking, sabotage, or other aircraft incidents deemed by the Vice President who has responsibility for Flight Dispatch or Director of Operations to be of a serious nature.

b) The Dispatcher actively exercising operational control who is placed on Critical Incident Leave of Absence will be paid his applicable rate of pay for his scheduled shifts until he is cleared to return to duty by the Company. He will not incur a loss of pay including any awarded overtime.

C. On-the-Job Injury

1. Sick Leave will not be charged to the Employee injured on the job, except as outlined in Paragraph 5 below.
2. The Company will make up no less than the difference between that which is paid the Employee by Workman's Compensation and what the Employee would have made (after tax withholding) if he had worked his regular shift. Until the definite rate is established and is being paid, the Company will pay the injured Employee his normal earnings on each regular pay day.
3. The Company may require the injured Employee to submit to a physical examination by a doctor of the Company's choosing at any time at the Company's expense. Payments by the Company under this policy may be terminated if the Employee refuses to submit to a physical examination as outlined above or if the Employee is found fit to return to work. If a dispute should arise between the Company's physician and the Employee's physician concerning the physical capability of an Employee to return to work after an On-the-Job-Injury Leave, or Sick Leave, resulting from an On- the-Job Injury, a third physician, which the Employee's physician and the Company's physician will agree on, will be consulted and his decision will be determinative. The expense of the third physician will be paid for by the Company.

4. Upon return from an On-the-Job Injury Leave, an Employee, when able, will return to his former position if still available and if not, may exercise his seniority.
5. In any event, payments for On-the-Job Injury Leave will be terminated at the end of fifteen (15) calendar weeks. If the Employee is still unfit for work at the end of such fifteen (15) calendar weeks, he may use any accumulated Sick Leave and vacation, and Long-term disability. Employees will continue to receive healthcare benefits during the period of such salary continuation and while remaining on paid status thereafter (including Sick Leave and vacation). Upon exhaustion of Sick Leave and vacation, benefits may be continued under COBRA. In no case will a leave of absence for On- the-Job Injury exceed a total continuous period of forty-eight (48) months.
6. An Employee on an On-the-Job Injury Leave will continue to accrue seniority for all purposes for the term of the leave. Sick Leave and vacation accrual will continue provided that the Employee may not take Sick Leave or vacation accrued during the period of the leave until after the Employee returns to active service.

D. Seniority and Benefits

1. Should the Company make Enterprise-wide improvements to Employee benefits, that same improvement (subject to the same terms and conditions) will be offered to Employees covered by this agreement.

Article 13. Seniority

A. Seniority Lists

1. There will be one (1) Dispatch Master Seniority List, and five (5) Classification Seniority Lists: Network Superintendent, Dispatch Specialist, Dispatch ATC Specialist, Flight Dispatcher, and Assistant Dispatcher.
2. Dispatch Master Seniority will be established on the date the Employee is assigned to the Flight Dispatcher classification listed under this Agreement and will continue to accrue while the Employee is covered under the terms of this Agreement, except as otherwise provided by this Agreement.
 - a) Once permanently assigned as a Flight Dispatcher, his original date of hire as an Assistant Dispatcher will be the date used for the Dispatch Master Seniority List.
 - b) Assistant Dispatchers will be considered vested on the Master Seniority List for the purpose of Seniority Integration in the event of any future merger or acquisition.

B. Classification Seniority

1. Classification Seniority as an Assistant Dispatcher will begin to accrue on the date of permanent assignment to duty as an Assistant Dispatcher.
2. Classification Seniority as a Flight Dispatcher will begin to accrue on the date of permanent assignment to duty as a Flight Dispatcher.
3. All Dispatchers' Master Seniority will begin to accrue on the date of permanent assignment as a Flight Dispatcher and will apply to other

classification positions (i.e. Network Superintendent, Dispatch ATC Specialist, and Dispatch Specialist) on their date of permanent assignment to duty in that classification.

a) All Dispatchers assigned to Network Superintendent, Dispatch ATC Specialist, and Dispatch Specialist classifications as of March 14, 2014 are “grandfathered” and will retain and continue to accrue seniority in that classification so long as they remain in that classification. In other words, they cannot be displaced by a Dispatcher assigned to that classification who holds a higher Master Seniority number.

1) If a “grandfathered” Dispatcher selected to a management position covered under the terms of this Agreement elects to exercise his seniority to return to his previously held Specialized classification, he will retain his “grandfathered” status.

4. Except as otherwise provided by this Agreement, after seniority in a classification has been established, it will continue to accrue while the Employee is assigned to permanent duty in that Specialized classification.

C. Assignment

1. An Employee who is assigned to a temporary vacancy as a Network Superintendent, Dispatch Specialist, Dispatch ATC Specialist, or Flight Dispatcher will exercise his Master Seniority and receive the appropriate classification pay while filling the vacancy.

2. If two or more Employees are assigned to a classification listed under this Agreement, on the same date, their relative seniority will be determined on the basis of the Dispatch Master Seniority List.

3. If two or more Employees not covered by this Agreement are assigned to the Assistant Dispatcher classification listed under this Agreement on the same date, their seniority will be determined on the basis of their current accredited service (permanent employment) with the Company (excludes any prior employment, interns, contract employees, etc.). If the current accredited service (permanent employment) with the Company is the same, seniority will be determined on the basis of date of birth, the older Employee will be listed before the younger. A new Southwest Airlines Employee will be placed on the seniority list after current Southwest Airlines Employees and his seniority will be determined on the basis of date of birth, the older Employee will be listed before the younger.
4. An Employee who accepts an assignment of work at the request of the Company caused by a national emergency, declared or undeclared, will continue to accrue seniority.

D. Seniority List Postings

1. The Company will prepare a common seniority list, which will indicate a Master seniority date (if appropriate), an Assistant Dispatcher seniority date (if appropriate), a Flight Dispatcher seniority date (if appropriate), a Network Superintendent seniority date (if appropriate), a Dispatch Specialist seniority date (if appropriate), and a Dispatch ATC Specialist seniority date (if appropriate).
2. Seniority lists will be revised to reflect the seniority status of Employees covered by this Agreement as of February 1 of each year, and will be posted within thirty (30) calendar days thereafter. Such list will be posted at each Flight Dispatch Center and a copy will be furnished to the Secretary of the

Union. The Company will notify the Dispatchers of the posting and any subsequent changes to the seniority list.

3. Any incorrect seniority list posting discovered will be corrected immediately.
 - a) Seniority list corrections will not be applicable to any posted bid awards, and such corrected list will not force a rebid.
 - b) Seniority list corrections will be applicable during any bid process in progress. The correction will force a rebid.

Article 14. Loss of Seniority

A. General

1. Any Employee who resigns from the service of the Company or who is discharged for cause will forfeit all seniority accrued to the date of such resignation or discharge.
2. An Employee who accepts a position that is not covered by this Agreement will forfeit all seniority, unless otherwise provided in this Agreement.
 - a) An Employee working as the ASAP Manager as defined in the ASAP Memo of Understanding, which is directly related to the dispatch function, will be required to comply with all the provisions outlined in Article 15 in order to remain on the Dispatch Master Seniority List. This Employee may report to departments other than the NOC.
3. If a Network Superintendent, Dispatch Specialist, Dispatch ATC Specialist elects to return to Flight Dispatcher status or moves to a lateral classification, he will no longer retain or accrue seniority within the vacated classification.

B. Furlough Recall

1. After the recall bidding procedure has been completed and the recall list has been exhausted and a vacancy still remains due to more senior Employees choosing to remain on furlough, the Company will offer Employees still on the recall list an opportunity to return to duty in reverse order of seniority. This offering, if rejected, will result in loss of recall rights and seniority. It is understood that an Employee will have the right to reject an offer of recall to

a classification lower than the one from which he was furloughed without forfeiting his recall rights and accrued seniority.

Article 15. Selection to Management Duty

A. Seniority

1. A Dispatcher selected to management positions within the dispatch function of Flight Dispatch will continue to accrue previously established Dispatch Master Seniority and classification seniority, including pay longevity, while occupying any such management positions.
2. A Dispatcher selected for management duty while still serving probation will forfeit all seniority.
3. If not previously afforded an opportunity, Dispatch Standards and Training Managers (excluding Director and higher positions) who are not on the Master Seniority List will be given an opportunity to receive Dispatch seniority by becoming an Assistant Dispatcher, attending Initial Training after taking the management position, and will be required to comply with the following provisions of the current CBA:
 - Article 5 (New Hire Training; Recurrent Training; Operating Familiarization Flight (OPS FAM))
 - Article 8 (Upgrading)
 - Article 13 (Seniority)
 - Article 14 (Loss of Seniority)
 - Article 15 (Selection to Management Duty) with the exception of “A Dispatcher selected for management duty while still serving probation will forfeit all seniority.”

- a) He will be required to comply with TWU 550 Bylaws provisions for Associate Membership.
- b) While undergoing On-the-Job Training, he will be scheduled as an Assistant Dispatcher.
- c) He will not be eligible for the Overtime Selection process.
- d) Upon successfully completing the upgrade exams, he will resume his original management position, at which time he will be added to the Master Seniority List and begin to accrue Flight Dispatcher Seniority in accordance with Article 13.
 - 1) He cannot exercise his seniority until three (3) years after successfully completing his upgrade exams to bid for a vacancy for a Flight Dispatcher position.
 - 2) If he elects to exercise his seniority to fill a Flight Dispatcher position in accordance with this Article, his pay will be based upon his accrued Dispatch seniority. He will enter the pay scale at the step that coincides with his Master Seniority, thereafter, advancing to the next step in accordance with Article 3.
 - 3) If he is unable to pass the upgrade exams as outlined in Article 8, the Company may choose to retain him in the management position, but he will not receive Dispatch seniority.

B. Returning to a Dispatch Position

1. A Dispatcher who has been selected for a management position within the dispatch function of Flight Dispatch may bid on a vacancy in any classification he has previously established seniority.
2. Should a member of Dispatch Management return to a Dispatch position for any reason, there will be no resultant furlough or reduction in force.
3. A member of Dispatch Management returning to a Dispatch position may exercise his seniority by providing written notification of intent to the Director of Flight Dispatch and the Union by May 15 of the calendar year. His seniority will be recognized for the next applicable schedule bid process.
 - a) If a member of Dispatch Management exercises his seniority to bid a Dispatcher vacancy outside of the annual bid procedure, his schedule will follow the Dispatch Scheduling Guidelines outlined in Article 4.
4. A member of Dispatch Management may only return to a Dispatch position where he has previously established classification seniority.

C. Maintaining Management Proficiency

1. An eligible member of Dispatch Management will replace a Dispatcher on his regularly scheduled shift in order to maintain Classification proficiency. The displaced Dispatcher will be paid as though he worked the shift.
 - a) The eligible member of Dispatch Management will work an entire eight and one-half (8.5) hour shift every ninety (90) calendar days.
 - 1) The shift covered will not be an awarded overtime shift.

- 2) The displaced Dispatcher's shift will be recorded, and he will receive credit as though he worked the shift. The Dispatcher is only eligible for overtime in which he would have been eligible if he had worked the shift.
 - 3) The Company may require an eligible member of Dispatch Management to work additional Classification proficiency shifts.
 - 4) An eligible member of Dispatch Management may work additional shifts for proficiency and qualifications in a classification outside of his primary oversight if qualified.
 - 5) An eligible member of Dispatch Management will relieve different Dispatchers and work different regions, different start times, and under differing weather conditions.
2. Managers of Training may use a SOE or upgrade check in which he is the Dispatcher of record to meet the above proficiency requirements no more than three (3) times per calendar year.
 3. The member of Dispatch Management will give advance notice to the Dispatcher being displaced.

D. Expired Management Proficiency

1. If a member of Dispatch Management has not worked a regulatory shift for a period of ninety (90) calendar days or more, he will be required to be retrained to meet the eligibility requirements as defined in the Hours and Conditions of Work Article.

E. Chiefs

1. A Chief who has not worked in a classification in which he has oversight, will complete classification initial classroom training and on-the-job training to adequately perform the classification function.

Article 16. Filling Vacancies

A. General

1. Any Employee covered under this Agreement will be entitled to bid on or express interest in any vacancy as outlined below. A Flight Dispatcher, Network Superintendent, Dispatch Specialist, or Dispatch ATC Specialist regularly assigned as such may not bid on an Assistant Dispatcher vacancy, except as provided in the Reduction in Force, Furlough and Recall Article.

B. Primary Vacancy

1. A primary vacancy is a vacancy for a permanent job which results from the expansion of the required number of Employees covered by this Agreement, the transfer of such Employees to jobs with the Company not covered by this Agreement, the awarding of a position for any classification covered by this Agreement, a reduction in force realignment, or the permanent separation from the Company of such Employees.
2. Assistant Dispatcher positions will be filled by appointment by the Company of a qualified person.
3. A primary vacancy for a Flight Dispatcher position is subject to bid and will be awarded to the senior Employee who bids the position and has successfully completed upgrade.
 - a) Any Dispatcher employed by Southwest Airlines as a Flight Dispatcher, Network Superintendent, Dispatch Specialist or ATC Specialist on or before November 30, 2009 will be considered to have successfully completed upgrade.

- b) If an Employee voluntarily elects to return to Flight Dispatcher status, in no case will it initiate a furlough or reduction in force.
 - c) Any Flight Dispatcher primary vacancy which exists after the bidding procedure has been completed by those holding Flight Dispatcher seniority will be assigned to the senior qualified Assistant Dispatcher.
4. A primary vacancy for Specialized Classifications is not subject to bid and will be assigned by the Company from Employees who express interest in the vacancy who are on the Dispatch Master Seniority list.
- a) The Company may elect to abate posted vacancies for Dispatch ATC Specialist, Dispatch Specialist, Network Superintendent and repost the vacancy at a later time if no Dispatch applicant is selected.
 - b) In the event that no Dispatcher applies for a Dispatch ATC Specialist, Dispatch Specialist, and Network Superintendent vacancy, the Company may elect to abate the vacancy or assign the most junior Employee with a minimum of three (3) years of Flight Dispatcher seniority. In the event that the junior Employee is assigned:
 - 1) The junior Employee may not bid out of the position for a period of eighteen (18) months.
 - 2) The Company may repost the position before the end of the eighteen (18) months. If the position is awarded the junior Employee may return to his original classification.

C. Temporary Vacancy

1. A temporary vacancy is a vacancy posted by the Company for a job anticipated to last six (6) months or less which is created by a personal, medical, parental, or military leave of absence, or a vacancy created by an

assignment of work outside or within the Company at the request of the Company caused by a national emergency, declared or undeclared. Assignment to any temporary vacancy will not result in a loss of pay.

2. The temporary job anticipated to last six (6) months or less will be designated as a primary vacancy at the expiration of six (6) months except that whenever such temporary job is expected to exceed six (6) months limit, the Company and the Union may mutually agree to extend such temporary job.
3. Temporary Flight Dispatcher vacancies are not subject to bid and will be filled by appointment by the Company of the most senior qualified Assistant Dispatcher who expresses interest in the vacancy.
4. Temporary vacancies for Network Superintendents, Dispatch ATC Specialists and Dispatch Specialists are not subject to bid and will be assigned by the Company from Employees who express interest in the vacancy from the Dispatch Master Seniority list.
5. Temporary Assistant Dispatcher vacancies are not subject to bid and may be filled by appointment by the Company of a qualified person who expresses interest in the vacancy from the Dispatch Master Seniority list.
6. An Employee who is assigned to fill a temporary vacancy will, upon discontinuance of such temporary duty, be returned to his former assignment.

D. Notification of Vacancy

1. Vacancies will be posted and Employees notified via Company email at each Flight Dispatch Center and a copy will be furnished to the Secretary of the Union.
 - a) Such notifications will describe the vacancy or vacancies and will set a deadline date by which bids must be received and such vacancies filled.

- b) A copy of such notifications will be sent to all Employees on vacation, leave of absence, or furlough status eligible to bid on such vacancy or vacancies.
 - 1) Notifications sent to such Employees will be sent by verified delivery.
 - c) A vacancy or vacancies will be open for bid for a period of not less than fourteen (14) calendar days after date of posting at each Flight Dispatch Center or date of mailing of the notification to an Employee on vacation, leave of absence, or furlough, as the case may be.
2. When a Flight Dispatch Center is relocated, the Employees displaced should follow their work and fill the available jobs at the new location before any vacancies are bulletined under the bidding procedure. The Employees displaced will receive as much advance notice as possible of such relocation and/or consolidation. If there are not sufficient jobs at the new location to provide employment for all displaced Employees, surplus Employees may exercise their seniority under the Reduction in Force, Furlough, and Recall Article or elect to receive a furlough allowance under the Furlough Pay and Benefits Article provided that the furlough payments will be paid at the rate of compensation of the Employee who would otherwise have been displaced.
 3. If during the term of this Agreement the Company decides to relocate, it will give written notice to the Union prior to the effective date of such relocation if an Employee surplus will result therefrom. Within thirty (30) calendar days following the receipt of such written notice from the Company, the Union may serve notice of intended change in accordance with Section 6, Title I of the Railway Labor Act, as amended, only with respect to such Employees who will become surplus, including the moving expenses, if any, of non-surplus

Employees who may be relocated as a result of such Flight Dispatch Center elimination.

Article 17. Reduction in Force, Furlough and Recall

A. Reduction in Force

1. The Company will notify the Dispatchers and the Union in writing by verified delivery if it anticipates a furlough or a recall.
2. The Company will meet and consult with the Union concerning possible adjustments to provisions of this Agreement that may avoid or mitigate the effects of a reduction in force by offering voluntary early retirement and/or severance packages. If made to a specific classification of Dispatchers, any offer will be made based on seniority order from the Dispatch Master Seniority list. The Company will notify, meet and consult with the Union prior to making any offer pursuant to this paragraph.
3. If the Company determines it is necessary to reduce the number of Dispatchers, it will furlough Assistant Dispatchers in reverse classification seniority order, followed by the Dispatchers in reverse order on the Dispatch Master Seniority list.
4. All Dispatchers holding seniority at the time of the furlough will be subject to the provisions of this Article regardless of their employment status at that time (e.g., active Dispatch service, leave of absence, disability, probationary Dispatchers).
5. If a reduction in force causes the Company to reduce the number of positions within any classification, those classifications affected will be required to rebid the remainder of the current year's work schedule.

6. The Company reserves the right to rescind furlough notices in order of seniority prior to the effective date of furlough.

B. Furlough Notifications

1. Reductions in the number of Dispatchers and Furlough Notifications will be accomplished as follows:
 - a) At least ten (10) calendar days prior to the issuance of furlough notices, the Company will offer voluntary furloughs to all Dispatchers. Dispatchers must advise the Company of their desire to accept a voluntary furlough by the end of seven (7) calendar days of notice of voluntary furlough. Voluntary furloughs will be granted in order of seniority based on the Dispatch Master Seniority list followed by the Assistant Dispatcher seniority list. In the event a Dispatcher accepts voluntary furlough with less than thirty (30) calendar days' notice, he will be pay protected for thirty (30) calendar days.
 - b) The affected junior Dispatcher(s), as well as any affected Dispatcher(s) within each classification, will receive at least thirty (30) calendar days' notice with a copy to the Union prior to the effective date of any furlough. In the event a Dispatcher receives less than thirty (30) calendar days' notice prior to the effective date of any furlough, he will be pay protected for thirty (30) calendar days upon receipt of such notice.
 - c) The furlough notice will include the number of Dispatchers in each classification being reduced and the Dispatchers' options for the reduction in force process.

- d) Within seven (7) calendar days of receipt of the furlough notice of a reduction in force, the affected Dispatcher(s) will indicate to the Company his choice of the optional rights set forth below.
- 1) A Network Superintendent, Dispatch Specialist, or Dispatch ATC Specialist may exercise his Flight Dispatcher classification seniority to displace the junior Flight Dispatcher. In the event there is no junior Flight Dispatcher to displace, he may exercise his Assistant Dispatcher classification seniority to displace the junior Assistant Dispatcher.
 - 2) A Flight Dispatcher may exercise his Assistant Dispatcher classification seniority to displace the junior Assistant Dispatcher.
 - 3) In the event more than one Dispatcher in his classification is affected by a reduction in force at the same time, their displacement rights will be exercised in Dispatch Master Seniority order.
- e) A Dispatcher who is on furlough will file with the Company his current mailing address to be used in the event of recall. A Dispatcher will advise the Company in writing of any change to his address.
- f) A furloughed Dispatcher may coordinate with the Director of Flight Dispatch or his designee if he desires to apply for any Company positions.

C. Reduction in Force Realignment Period

1. The Reduction in Force Realignment Period will be the period between the issuance of the furlough notice and the effective date of furlough.

2. Should a reduction in force create a need to adjust classification staffing, the Company will post any open vacancy.
3. If any vacancy is not filled by the job posting, the most junior Employee not furloughed with a minimum of three (3) years of Flight Dispatcher seniority will be assigned the vacant position and may not bid out of the position for a period of eighteen (18) months. However, the Company may repost the position before the end of the eighteen (18) months.
4. If voluntary furloughs are accepted from those outside the affected classification, the Company will issue realignment notices to the Dispatchers in the affected classification in reverse order of seniority.
5. A Dispatcher displaced due to realignment as outlined in this Article will retain and continue to accrue seniority, including seniority in the classification from which he was displaced, for a period of ten (10) continuous years.
 - a) If a Dispatcher chooses not to return to the Specialized Classification from which he was displaced, he will forfeit that classification seniority.
 - b) A Dispatcher displaced to the Assistant Dispatcher position during realignment will return to the position of Flight Dispatcher when recalled to the Flight Dispatcher classification.

D. Recall

1. Recall will be offered to all Dispatchers on furlough prior to the employment of a new hire Dispatcher.

2. Dispatchers, including those who have not completed the probationary period, will be recalled from furlough in order of the Dispatch Master Seniority list.
 - a) Assistant Dispatchers will be recalled in order of their classification seniority.
3. Furloughed Dispatchers will be notified of recall in writing by verified delivery with a copy sent to the Union. The notice will allow the Dispatcher at least thirty (30) calendar days to report for duty. The Dispatcher will respond in writing by verified delivery within fourteen (14) calendar days following his receipt of the recall notice stating whether he will accept recall.
4. A Dispatcher recalled may not exercise his seniority to displace another Employee.
5. A Dispatcher recalled that holds Specialized Classification seniority will continue to retain and accrue his Specialized Classification seniority for a period of ten (10) continuous years from the date of recall.
 - a) A Dispatcher holding Specialized Classification seniority when a vacancy is posted will be awarded the vacancy in classification seniority order. If a Dispatcher subsequently elects to return to Flight Dispatcher status he will no longer retain his Specialized Classification seniority.
 - b) If a Dispatcher chooses not to return to the Specialized Classification from which he was displaced, he will forfeit that classification seniority.
6. A Dispatcher recalled from furlough will be returned to the payroll on the day he resumes active employment.

7. A Dispatcher may decline recall and remain on furlough as long as a more junior Dispatcher remains on furlough. However, a Dispatcher may not decline a recall if the Company has sent notice of recall to all furloughed Dispatchers.
8. After the recall bidding procedure has been completed and after the recall list has been exhausted and a vacancy still remains due to more senior Employees choosing to remain on furlough, the Company will offer Employees still on the recall list an opportunity to return to duty in reverse order of seniority. With the exception of Section D.12 below, this offering, if rejected, will result in loss of recall rights and seniority.
9. It is understood that an Employee will have the right to reject an offer of recall to a classification lower than the one from which he was furloughed without forfeiting his recall rights and accrued seniority.
10. A Dispatcher's election to decline recall and remain on furlough will not extend beyond the period of ten (10) continuous years as described in this Article.
11. A Dispatcher who is recalled from furlough will be guaranteed six (6) months of employment as an active Dispatcher, or six (6) months of pay at his applicable rate of pay.
12. Even if no junior Dispatcher remains on furlough, a Dispatcher may decline recall and remain on furlough for the duration of any individual contract of employment, not to exceed twenty-four (24) months, to which he is a party at the time of his recall. The Dispatcher will provide the Company a copy of his contract of employment.

Article 18. Furlough Pay and Benefits

A. Furlough Pay

1. Except as provided in Paragraph (A)(8) of this Article, each time an Employee is furloughed, each Employee covered by this Agreement who has completed one (1) year or more of active service will receive furlough pay based on Company seniority as follows:

If a Dispatcher has completed:	He will receive pay for:
1 Year of Service	1 Month
2 Years of Service	1.5 Months
3 Years of Service	2 Months
4 Years of Service	2.5 Months
5 Years of Service	3 Months
6 Years of Service	3.5 Months
7 Years of Service	4 Months
8 Years of Service*	4.5 Months

*And thereafter

2. A furloughed Dispatcher will be compensated for any earned and accrued vacation that is unused as of the date of furlough.
3. The amount of furlough pay will be based on the Employee's minimum monthly salary + Override (if applicable) + Variable License Premium.

4. An Employee will begin receiving his furlough pay at the time of furlough and such furlough pay will be paid at regular pay periods and continue until all such pay credit is used.
5. If a Dispatcher receiving furlough pay is recalled, his furlough pay will terminate on the date he resumes active employment.
6. If a furloughed Dispatcher is on leave of absence on the effective date of furlough, his furlough pay, if any, will be based on his scheduled or actual return from leave of absence, whichever is later. His furlough pay will be reduced by a prorated amount for each day he was on leave of absence (or scheduled to be on leave of absence) after the effective date of the furlough.
7. Any Employee who is furloughed because of regulatory (FAR) changes will be paid furlough pay in an amount double that which he would have been paid had he been furloughed under other circumstances. Said regulatory furlough pay will be paid on successive payroll periods immediately following the date employment is interrupted and will continue to be paid until the Employee is recalled, accepts other full-time employment with the Company, or the furlough pay entitlement is exhausted, whichever occurs sooner.
8. An Employee will not be eligible to receive pay under this Article if any one or more of the following conditions exist:
 - a) An Employee has not completed one (1) year of active service under the terms of this Agreement.
 - b) The furlough is caused by an act of God, a war emergency, revocation of the Company's Operating Certificate, or grounding of a substantial number of the Company aircraft. If any other Employee group

subsequently negotiates changes to part or all of this language, then those same changes, subject to the same terms and conditions, will, at the option of the Union Board, be changed in this paragraph.

c) The furlough is caused by a strike or picketing of the Company's premises, or any work stoppage or other action engaged in by Employees covered by this Agreement that interrupts or interferes with any of the Company's operation.

9. If a furloughed Dispatcher is offered and accepts employment with the Company, the total furlough pay to which the Dispatcher is entitled will be reduced by the compensation he received for his employment during the period the Dispatcher is entitled to furlough pay.

B. Furlough Benefits

1. A furloughed Dispatcher will be issued a furlough identification card containing the Dispatcher's name and date of furlough. The issuance of a furlough ID card will not entitle furloughed Dispatchers to benefits any greater than those specifically provided in this Agreement.
2. A furloughed Dispatcher will retain his accrued sick leave, but will not accrue sick leave while on furlough.
3. A Dispatcher will continue to accrue Company seniority for vacation allotment while on furlough.
4. A furloughed Dispatcher will retain all longevity accrued prior to furlough and will continue to accrue longevity for pay for a period of three (3) years and retain thereafter. A furloughed Dispatcher will retain and continue to accrue seniority for a period of ten (10) continuous years.

5. The continuation of a Dispatcher's benefits beyond his furlough date will be governed by applicable state or federal laws, except a Dispatcher will continue to be eligible for Company-related insurance programs for a period of five (5) months.
 - a) For the duration of this Agreement, if the Company allows Employees in another covered work group to utilize sick leave to be traded for continuous medical and insurance coverage in the event of a furlough, the Company will allow Dispatchers to trade their sick leave at the same rate, or equivalent thereof.
 - b) At any time, the Dispatcher will be allowed to pay premiums at the applicable COBRA rate for a period of up to eighteen (18) additional months.
6. A furloughed Dispatcher will continue to have access to SWALife for twenty-four (24) months.
7. A furloughed Dispatcher will retain space available jumpseat (with TSA approval) and pass privileges on the Company route system for a period of twenty-four (24) months.

Article 19. Attendance at Hearings or Investigations

A. Governmental Agency Hearings and Investigations

1. A Dispatcher(s) requested by the Union will be permitted to attend any Governmental Agency investigation or hearing being conducted as a result of any accident or incident involving any aircraft operated by the Company. This will not exceed three (3) Dispatchers, unless mutually agreed upon with the Company.
 - a) The Dispatcher(s) will be other than the Employee who was on duty and responsible for the flight operations over the section in which the accident or incident occurred.
 - b) The Dispatcher(s) selected by the Union attending such hearing or investigation will be considered on Union Leave.
2. A Dispatcher(s) requested by the Company, Government Agency, or by subpoena to attend any Governmental Agency Hearing or Investigation, will be considered on Special Assignment and will receive his applicable rate of pay while traveling and attending the hearing or investigation.
3. Each Dispatcher responsible for the flight operation in which the accident or incident occurred will be relieved from duty until he is cleared to return to duty by the Company. He will not incur a loss of pay including any awarded overtime.
 - a) Each Dispatcher who is drug and/or alcohol tested related to an incident or accident will be relieved from duty until the results are reported and the Dispatcher is cleared for duty by the Company. He will not incur a

loss of pay including any awarded overtime. The Dispatcher will designate a contact number and will be available between 1500 – 1700 central, the day prior to his next scheduled shift.

- b) The Dispatcher will be eligible to return to scheduled duty at the conclusion of a minimum of ten (10) hours of rest beginning at 1700 central on the day of notification. A Dispatcher must have a minimum of eight (8) hours of rest prior to picking up a regulatory shift.

B. General

1. A Dispatcher who, at the Company's request or who is subpoenaed, appears in connection with any occurrence arising out of the Dispatcher's service with the Company will be paid for any such shifts and paid at his applicable rate of pay if required to appear on his day off.

Article 20. Grievance Procedure and Hearings

A. General

1. Local Officers of the Union may file a grievance pertaining to any matter covered by this Agreement on behalf of any or all member(s).
2. Any Employee covered by this Agreement may file a grievance pertaining to any matter covered by this Agreement; however, only an Employee who has completed the probationary period described in this Agreement may grieve suspension or termination.
3. The Union will be given a copy of all grievances filed by a member as it relates to the matters covered by this Agreement and its final disposition.
4. It is expressly understood and agreed that if any of the time frames set forth in this Article are violated by the Company, the Employee and/or Union will be awarded the desired settlement (within reason) without precedent. Furthermore, if the time frames set forth are violated by the Employee and/or Union, the grievance will be considered withdrawn without precedent. Determination of time frame violation issues will take precedence over consideration of any other issue, and if upheld, no further determination will be appropriate.
5. It is understood and agreed that at any step of this Article, the time limits set forth may be extended by mutual Agreement between the Company and a Local Officer of the Union in writing. Further, in the event either party, due to circumstances beyond the reasonable control of such party, does not become aware of, or is prevented from disclosing facts or circumstances

which would give rise to either a grievance or investigative hearing, the time frame for pursuing such grievance and/or investigative hearing will be extended as appropriate. If an Employee makes himself unavailable (other than on his regularly scheduled days off) to work his full shift on his last scheduled workday within the time frames under this Article, the Company must notify the Employee upon his first full day returned to work, and such notice must be verified.

6. Except as provided herein, any or all grievance steps prior to Arbitration may be waived to expedite the grievance if mutually agreed to by the Union's Board and the Company.
7. The grievance meetings will be scheduled by the Company in concurrence with the grievant and/or Union Representative. The parties agree to meet within the designated time frames.
8. Dispatchers will have the right to respond in writing to any material in their personnel file, and a copy of the response will be placed in their personnel file.
9. If a stenographic transcript is made of the System Board or Arbitration proceeding, the party making the request will bear its expense, unless the request is made by the Arbitrator, in which case the cost will be shared equally by the Company and the Union. In the event the party not requesting the transcript decides before the end of the hearing to obtain a copy, the entire cost will be shared equally by the Company and the Union. If the request is not made before the end of the hearing, that party will forfeit their right to a copy of the transcript.

10. In the event a termination is appealed, the Company and the Union agree to an accelerated arbitration. Insurance benefits will continue until the appeal process has been exhausted or a final decision has been rendered. Should the termination be upheld, these benefits will continue for thirty (30) calendar days after the decision is rendered.

- a) Such arbitration hearing will be conducted as soon as possible, but not more than sixty (60) calendar days following the Union's appeal.
- b) Post-hearing briefs are due as soon as possible but not more than thirty (30) calendar days following receipt of the hearing transcript. Counsel may agree to oral argument in lieu of post-hearing briefs.
- c) The Arbitrator's decision will be due as soon as possible, but not more than thirty (30) calendar days following closing of the record (e.g. receipt of post-hearing briefs). The Arbitrator has authority to uphold, modify, or overturn the termination decision and issue appropriate remedies.

B. General Grievance Procedure

1. Grievances arising under this Agreement will be processed in the following manner:
 - a) The aggrieved Employee(s) will first present the grievance in writing to the Director of Flight Dispatch or his designee and will, with the right to have a Union Representative present, meet to discuss the grievance and seek possible resolution. A reasonable effort should be made to come up with possible grievance resolution(s) during the first-step meeting.
 - b) The grievance must be filed within ten (10) business days of the occurrence of the event upon which the grievance is based or within ten (10) business days after the Employee and/or the Union would

- reasonably have knowledge of the event upon which the grievance is based.
- c) The grievance meeting will be held within ten (10) business days of filing the grievance and a decision will be rendered by the Director of Flight Dispatch or his designee within seven (7) business days from the date the grievance meeting was held. It is understood and agreed that decisions made by the Director of Flight Dispatch, his designee, the Employee, and/or his representative will not constitute a precedent of any kind unless otherwise agreed to by the Union and the Company.
 - 1) Overtime bypass grievances will not require a first-step grievance meeting and a decision will be rendered by the Director of Flight Dispatch or his designee within seven (7) business days from the receipt of the grievance.
 - d) If the Employee is not satisfied with the decision of the Director of Flight Dispatch or his designee, the grievance may be submitted to the elected Representatives of the Union in writing within ten (10) business days after the receipt of the decision.
 - e) Within ninety (90) calendar days of the decision made by the Director of Flight Dispatch or his designee the elected Representatives of the Union will determine if the grievance is justified, and, if so, within ten (10) business days present the written grievance to the Vice President who has responsibility for Flight Dispatch, or his designee.
 - f) Upon notification, the Vice President who has responsibility for Flight Dispatch or his designee will, within ten (10) business days, meet and discuss the grievance with a Local Officer of the Union and render his decision in writing within seven (7) business days of the meeting.

- g) If the decision of the Vice President who has responsibility for Flight Dispatch or his designee is not satisfactory, a Local Officer of the Union may, within ten (10) business days after the receipt of the decision, appeal the grievance in writing to the System Board of Adjustment.
- h) Within ten (10) business days, the parties agree to have meaningful discussions and make every effort to resolve the matter. If the parties fail to do so during that meeting, the parties will choose an acceptable date for the System Board of Adjustment Hearing. The System Board of Adjustment Hearing will take place within thirty (30) business days from the date the appeal is submitted.
 - 1) In cases other than discharge, discipline or overtime bypass: At the conclusion of the discussion meeting, either party may request Arbitration with a three (3) person panel which would include one (1) member selected by the Union, one (1) member selected by the Company, and a neutral Arbitrator selected in accordance with the procedures outlined in this Agreement. For time frame purposes, the date of the discussion meeting will be treated as a deadlocked System Board of Adjustment decision for purposes of scheduling the Arbitration under this Agreement.
 - 2) All decisions of the panel will be made by majority vote. Decisions of the panel in all cases properly referred to it will be final and binding upon the parties. Each member of the panel will have one vote. The neutral Arbitrator's vote will be counted last and only entered into the record in order to resolve a deadlock between the Company and Union appointed members. No member may refuse to vote in order to prevent a decision from being rendered. The panel

will follow the rules set forth under the Arbitration Hearings section of this Article.

- i) The members of the System Board of Adjustment will render a decision in writing within three (3) business days after the conclusion of the hearing.
- j) In the event the System Board of Adjustment deadlocks, the grievance will be submitted to Arbitration as prescribed in this Article.

C. Investigative Hearings

1. Investigative hearings will be scheduled by the Director of Flight Dispatch or his designee in concurrence with the Employee and/or Union Representative. The parties agree to meet within the designated time frames. The Employee attending the hearing will be pulled from his scheduled shift, without loss of pay, if working or paid his applicable rate of overtime pay if on a day off from work.
2. No covered Employee will be subject to discipline without first having the benefit of an investigative hearing with the right to have a Union Representative present in accordance with the following procedures:
 - a) Discipline where no suspension is imposed before the hearing:
 - 1) The Company will notify the Employee and a Local Officer of the Union of the precise charges in writing within seven (7) business days after the Company would reasonably have knowledge of the event prompting the investigation.
 - 2) The investigative hearing(s) will be held within seven (7) business days from the date such notice is given to the Employee and his Union Representative.

- 3) The Director of Flight Dispatch or his designee will render a decision in writing within seven (7) business days after completion of the investigative hearing(s), and copies of the decision will be delivered to the Employee and a Local Officer of the Union.
 - 4) If the Employee and/or the Union are not satisfied with the decision of the Director of Flight Dispatch or his designee it may be appealed to the elected Representatives of the Union in writing within ten (10) business days.
 - 5) Within ninety (90) calendar days of the decision made by the Director of Flight Dispatch or his designee, the elected Representatives of the Union will determine if the grievance is justified, and if so, within ten (10) business days present the written grievance to the Vice President who has responsibility for Flight Dispatch, or his designee.
 - 6) Upon notification, the Vice President who has responsibility for Flight Dispatch or his designee will within seven (7) business days meet and discuss the appeal with the Local Officer(s) of the Union and render his decision in writing within seven (7) business days of the meeting.
 - 7) If the decision of the Vice President who has responsibility for Flight Dispatch or his designee is not satisfactory to the Union, a Local Officer of the Union may, within ten (10) business days after the receipt of the decision, appeal the decision in writing to the System Board of Adjustment as outlined in this Article.
 - 8) In the event the System Board of Adjustment deadlocks, the issue will be submitted to Arbitration as prescribed in this Article.
- b) Discipline where suspension is imposed before the hearing:

- 1) Notwithstanding the foregoing, the Company may suspend a covered Employee pending an investigative hearing subject to the following conditions:
 - (a) The suspension will be a paid suspension pending a decision of the Vice President who has responsibility for Flight Dispatch or his designee.
 - (b) The precise charges for the suspension will be in writing and will be presented by verified delivery to the Employee and a Local Officer of the Union within three (3) business days of the suspension.
 - (c) An investigative hearing will be held within four (4) business days of the receipt of written notice to review the basis for suspension.
 - (d) The Director of Flight Dispatch or his designee will render a decision in writing within seven (7) business days after the completion of the investigative hearing, and copies of the decision will be presented by verified delivery to the Employee and a Local Officer of the Union.
- 2) If the Employee and/or the Union are not satisfied with the decision of the Director of Flight Dispatch or his designee, the decision may be appealed to the Vice President who has responsibility for Flight Dispatch or his designee within ten (10) business days of the decision.
- 3) The Vice President who has responsibility for Flight Dispatch or his designee will, within ten (10) business days, meet and discuss the appeal with the Local Officers of the Union and render his decision in writing within seven (7) business days of the meeting.

- 4) If the decision of the Vice President who has responsibility for Flight Dispatch or his designee is not satisfactory to the Union, a Local Officer of the Union may, within ten (10) business days after the receipt of the decision, appeal the decision in writing to the System Board of Adjustment as outlined in this Article.
- 5) In the event the System Board of Adjustment deadlocks, the issue will be submitted to Arbitration as prescribed in this Article.

D. System Board of Adjustment

1. The System Board of Adjustment will consist of two (2) members appointed by the Union and two (2) members appointed by the Company.
2. All decisions of the Board will be made by majority vote. Decisions of the Board in all cases properly referred to it will be final and binding upon the parties.
3. The functions and jurisdiction of the Board will be as fixed and limited by this Agreement. It will have no power to change, add to, or delete its terms. It will have jurisdiction only to determine issues involving the interpretation or application of this Agreement, and any matter coming before the Board which is not within its jurisdiction will be returned to the parties without decision or recommendation. In the event any disciplinary action taken by the Company is made the subject of proceedings, the Board's authority will, in addition to the limitations set forth herein, be limited to the determination of the question of whether the Employee(s) involved was disciplined for just cause. If the Board finds that the penalty assessed by the Company was arbitrary or unreasonable, it may modify or remove that penalty.

4. The members of the System Board of Adjustment will render a decision in writing within three (3) business days after the conclusion of the hearing.
5. In the event the System Board of Adjustment deadlocks, the grievance will be submitted to Arbitration as prescribed in this Article.
6. It is expressly understood and agreed that the cost of each panel member of the Board will be borne by the party who selected him. Any witnesses who may be required to be present at the hearing will be released from their duties with no loss of pay. A Dispatcher called by the Union as a witness will be compensated for loss of pay by the Union.

E. Arbitration Hearings

1. Within ten (10) business days of waiving System Board of Adjustment or its deadlock, an Arbitrator will be selected as described below:
 - a) The parties will select a panel of six (6) mutually acceptable Arbitrators, three (3) to be nominated by each party. The panel will serve for the duration of the Agreement; however, an Arbitrator may be removed from the panel by a unilateral decision of either of the parties to the Agreement. Arbitrators scheduled for Arbitration may not be unilaterally removed prior to the hearing. While a grievance is pending at any step in the grievance process, the Arbitrator next in the rotation may not be unilaterally removed. Should any Arbitrator be removed, or be unable to serve for the remainder of the length of the Agreement, the party who originally nominated the Arbitrator will propose a mutually acceptable replacement. Once an Arbitrator is removed from the panel, the Arbitrator may not be returned to the panel for the duration of this Agreement.

- b) The parties will make all reasonable efforts to mutually agree upon an Arbitrator from the list. In the event the parties are unable to agree on an Arbitrator, the parties agree to utilize an Arbitrator from the list on a rotation basis. To determine rotation, Arbitrators will be set in order and used in turn as cases are requested. The Arbitrator selected must provide available dates that he may hear the case and the parties will agree upon one of those dates as long as the date selected is within a ninety (90) calendar day time period. In the event that the Arbitrator is unable to conduct the Arbitration within such time period, the next Arbitrator in the rotation will hear the Arbitration. In the event that one of the parties is unable to conduct the Arbitration within such time period, the party that is available may either request that the Arbitrator provide available dates thirty (30) calendar days beyond the ninety (90) calendar day time period (and the parties will agree upon one of those dates) or may choose to move to the next Arbitrator in the rotation to hear the Arbitration within the ninety (90) calendar day time period.
2. The Arbitration hearing will be held within ninety (90) calendar days from the date of the System Board of Adjustment's deadlock or date of waiving System Board unless otherwise provided for in this Article.
- a) The Company and the Union will jointly prepare and sign for the Arbitrator a submission setting forth the issue or issues in dispute. If a submission cannot be agreed upon between the Company and the Union, each party will submit to the Arbitrator and to each other a statement of the issues it considers to be in dispute.

- b) The location of the Arbitration hearings will alternate between the Company and Union offices unless otherwise mutually agreed.
3. Any fees or other expenses incurred by the Arbitrator will be shared equally by the Company and the Union.
 4. Fourteen (14) calendar days prior to the Arbitration hearing, the Union and the Company will meet to discuss possible resolution of the grievance. The Company and the Union agree that proper preparation with their legal representatives will be completed prior to this meeting.
 5. The functions and jurisdiction of the Arbitrator will be as fixed and limited by this Agreement. The Arbitrator will have no power to change, add to, or delete its terms. The Arbitrator will have jurisdiction only to determine issues involving the interpretation or application of this Agreement, and any matter coming before the Arbitrator which is not within the Arbitrator's jurisdiction will be returned to the parties without decision or recommendation. In the event any disciplinary action taken by the Company is made the subject of proceedings, the Arbitrator's authority will, in addition to the limitations set forth herein, be limited to the determination of the question of whether the Employee(s) involved was disciplined for just cause. If the Arbitrator finds that the penalty assessed by the Company was arbitrary or unreasonable, the Arbitrator may modify or remove that penalty.
 6. The Arbitrator will render his decision within sixty (60) calendar days from the date of the hearing.
 7. Any witnesses who may be required to be present at the hearing will be released from their duties with no loss of pay. A Dispatcher called by the Union as a witness will be compensated for loss of pay by the Union.

F. Expedited Arbitration

1. The Company and Union may mutually agree to Expedited Arbitration under the following procedures.
 - a) The Arbitrator will be selected within five (5) business days of the Expedited Arbitration request.
 - b) A hearing will be convened within fifteen (15) business days of the selection of the Arbitrator.
 - c) No post hearing briefs will be filed.
 - d) A decision will be rendered within ten (10) business days of the close of the hearing.
 - e) If the Arbitrator selected to hear the case advises that he is unable to comply with the requirements under this section, another Arbitrator will be selected. This procedure will continue until an Arbitrator advises that he is able to comply with the requirements of this section.

Article 21. General

A. General

1. Any gender pronoun used in this Agreement will be deemed and understood to designate any Employee hereunder, whether male or female, unless the context clearly indicates otherwise.
2. Union and Company Leadership may have designees act on their behalf.
3. All orders to and requests from an Employee affecting his pay or status will be confirmed in writing.
4. Any decisions or agreements relating to the interpretation or application of this Agreement made jointly by the Company and the Union will be binding on every individual Employee claiming or entitled to the benefits of this Agreement.
5. The Company will provide each Employee with an electronic copy of the Agreement, Side Letters, Amendments, and clarifications. Upon request, the Company will provide Dispatchers with a printed copy of these items.
6. The Company will allow the Union to meet with the new hire Dispatchers. Each meeting will be scheduled for the last hour of an Indoctrination or Initial training day convenient to the Company and the Union.
7. The Company and the Union agree to make it a matter of record in the Agreement that in accordance with the established policy of the Company and the Union, the provisions of this Agreement will apply equally to all Employees hereunder regardless of age, sex, color, race, religion, sexual

orientation, gender identity, pregnancy, marital status, disability, veteran status, national origin, or other legally protected status.

8. The Company will provide bulletin boards at each Flight Dispatch Center for the posting of notices of interest of Union activities not inconsistent with the Railway Labor Act. Such notices will bear the signature of a Local Officer of the Union and will not contain anything of a defamatory or personal nature attacking the Company or its representatives.
9. When the Company requires the Employee to travel on Company business, round trip positive space passes on Southwest Airlines will be provided.
10. The Union's Board of Directors will meet with the Vice President who has responsibility for Flight Dispatch and any officials designated by the Company two (2) times every calendar year or more often if needed to discuss safety, Employee problems and other items of mutual interest.
11. The Company will provide each Dispatcher with a minimum 12x12x16 lockable space to secure personal items.
12. Each Dispatcher and his eligible family members will be afforded travel benefits no less than those extended to other employee groups as established by Company policy.

B. Reimbursement for Union and Company Business

1. When the Company requests a Dispatcher(s) to be present for a meeting, he will receive his applicable rate of pay from the Company for attending such meeting.

2. When the Company requests a Union Representative(s) to be present for a meeting, he will be compensated by the Company for attending such meeting.
3. For Union members relieved from duty for Union business, the Union will reimburse the Company at the Employee's straight time rate.
4. The Company will provide Union members traveling on Union business round trip positive space passes on Southwest Airlines.

C. Personnel, Training, and Additional Files

1. Personnel File: Documents used by Dispatch Management for the purpose of evaluating the Dispatcher's work performance or work product will be kept in the Dispatcher's personnel file.
 - a) Any and all documents pertaining to work performance or work product that may result in discipline will be maintained in the Dispatcher's personnel file and nowhere else.
 - b) The Company will notify the Dispatcher and he will acknowledge receipt of any such documents. The Company will notify the Union's Local Officers.
 - c) All letters of reprimand or warning as well as discussion logs and any records of verbal counseling relating to performance and/or conduct (including supporting documentation), will be null and void and the letters of discipline will be removed from an Employee's file after twelve (12) months of active service have elapsed from the date of such letter or discussion log or verbal counseling.

2. Training File: Documents used by Dispatch Management to track a Dispatcher's training will be kept in the Dispatcher's training file.
3. Additional Files: Files maintained by the Dispatch Department concerning work performance and work product of individual Employees.
 - a) The Union's Local Officers will be notified of all such files.
 - b) Dispatchers and Elected Local Officers of the Union will have access to these files for review in the presence of Management during normal Company business hours.
4. A Dispatcher may view his personnel, training and any Additional Files, in the presence of Management.
 - a) When practical, but within the next business day and with written notice, the Company will provide access to the requested file(s).
 - b) The Company will provide a copy of any document in these files at the request of the Dispatcher.
 - c) After twelve (12) months from the date of issuance, the record of reprimand, suspension or discipline shall be removed and destroyed except that a copy may be maintained and used by Company's Legal Department to comply with any legal or regulatory requirement and/or defend itself against any charges, claims, complaints, grievances, or litigation.

D. Prisoner of War, Hostage, Internment

1. A Dispatcher who, in the course and scope of Company business is kidnapped, hijacked, taken prisoner, interned or is missing as a result of war,

rebellion, insurrection, terrorist act or action of a foreign government will continue to accrue seniority and longevity.

2. The Company will provide such Dispatcher with the following compensation and benefits until the Dispatcher is released or his official date of death:
 - a) Compensation based on his applicable rate of pay.
 - b) Applicable insurance benefits and other benefits attendant to his status as an active Employee.
 - c) Accruals and contributions normally made by the Dispatcher and/or the Company.
 - d) Continuation of insurance benefits for spouse and/or eligible dependents of the Dispatcher.
3. Compensation and other benefits payable under this section will be provided to the beneficiaries indicated by the Dispatcher in his Beneficiary Designation Form. In the absence of a completed Beneficiary Designation Form, the Company will deposit all applicable benefits in trust for the Dispatcher until his status has been legally determined. The trustee will invest such funds in accordance with applicable fiduciary responsibilities.
4. Should a Dispatcher's spouse and/or eligible dependents wish to continue health coverage beyond the end of the appropriate benefit continuation period, they may do so under Retirement Medical Benefits in the 401(k) Plan, Profit Sharing and Retirement Article of this Agreement.
5. The Company will provide each Dispatcher with a Beneficiary Designation Form. Each Dispatcher will submit such designation form to the designated Company official within sixty (60) days of receipt of the form.

Beneficiary Designation Form

“To: Southwest Airlines Co.

“You are hereby directed to pay all monthly compensation allowable to me under the General Article contained in the current Agreement between Southwest Airlines Co. and the Union, while interned, held prisoner, hostage, or missing, as follows:

Initially, to:

(Name) (Address)

as long as living, and thereafter to

(Name) (Address)

as long as living, and thereafter to:

(Name) (Address)

as long as living.

“The balance, if any, and any amounts accruing after the death or legal determination of death of all persons named in the above designations **will** be held for me or, in the event of my death before receipt thereof, **will** be paid to the legal representative of my estate.

“The foregoing directions may be modified from time to time by letter signed by the undersigned, and any such modification **will** become effective upon receipt of such letter by the Company.

“Payments made by the Company pursuant to this direction **will** fully release the Company from the obligation of making any further payment with respect thereto.”

(Dispatcher Signature)

Date: _____ Employee No. _____

Article 22. Union Security

A. General

1. An Employee covered by this Agreement and who holds a permanent assignment will, as a condition of employment, maintain membership in the Union so long as this Agreement remains in effect to the extent of paying an initiation fee, membership dues, or service charges and assessments (not including fines and penalties). An Employee may have his membership dues and assessments deducted from his earnings by signing the form, “Assignment and Authorization for Check-Off of Union Dues,” as hereafter set forth or, if no such authorization is in effect, he must pay his initiation fee, membership dues, and assessments directly to the Union.
2. The Company will not interfere with, restrain, or coerce Employees because of membership or lawful activity in the Union, nor will it by discrimination in respect to hire, tenure of employment, or any term or condition of employment attempt to discourage membership in the Union.
3. Assignment and Authorization for Check-Off of Union dues:



Local 550 Southwest Airlines Dispatchers

Representing Southwest Airlines Dispatchers and Meteorologists

Affiliated with American Federation of Labor-Congress of Industrial Organizations
P. O. BOX 540753 Dallas, TX 75354

ASSIGNMENT AND AUTHORIZATION FOR CHECK-OFF OF UNION DUES

I, _____, hereby do authorize and direct Southwest Airlines Co. to deduct from my earnings my union dues/assessments. I hereby authorize and direct you to deduct one and a half percent (1.5%) [one percent (1.0%) until upgrade and off probation] of my base pay for monthly membership dues (or such standard membership dues or assessments as may hereafter be established by the Association). Such amount so deducted is hereby assigned to the Transport Workers Union Local 550, subject to all conditions of the Railway Labor Act, as amended, and the provisions of the applicable collective bargaining agreement.

This assignment and authorization may be revoked by me in writing after the expiration of one (1) year from the date hereof, or upon the termination date of the labor agreement in effect at the time this is signed, whichever occurs sooner. A copy of such revocation will be sent to the President of the TWU Local 550.

Location: NOC

Department: Dispatch

Address: _____

Phone Number: _____

Employee Number: _____ Birthdate: _____

Company Hire Date: _____ Dispatch Hire Date: _____

Signature of Employee: _____

Date: _____

Article 23. Saving Clause

A. General

1. Should any part or any provision of this Agreement be rendered or declared invalid or illegal by reason of any existing or subsequently enacted legislation or regulation, act of government agency, or decree of a court of competent jurisdiction, such invalidation of such part or provision of this Agreement will not invalidate the remaining portions hereof, and they will remain in full force and effect. If any part or any provision of this Agreement is declared to be invalid or illegal, the Union and Company will meet within 60 calendar days of the change and commence negotiations necessary pertaining only to those provisions so affected or directly related thereto.

Article 24. Definitions

These terms are defined as they are expressly used in this Agreement.

- A. **Affiliate** - Means any subsidiary, parent, division, corporation or other entity that either owns or controls, or is owned and controlled by the Company.
- B. **Base Month** – The appointed month in which a Dispatcher’s Recurrent Training, Competency Check, or Familiarization Flight is due (in certain situations a Dispatcher may have a different base month for each event).
- C. **Business Day** – Monday through Friday, excluding Company recognized holidays.
- D. **Charter Overtime** – A shift for dispatching supplemental operations related to scheduled charters.
 - 1. A Domestic Charter contains domestic flight segment(s) only.
 - 2. A Flag/ETOPS Charter contains flight segment(s) operated outside the forty-eight (48) contiguous United States and will also include any domestic flight segments contained in the Charter Order.
- E. **Classification** – A specific work group of Employees within the Dispatch Department which includes:
 - Assistant Dispatcher, Flight Dispatcher, Network Superintendent, Dispatch Specialist and Dispatch ATC Specialist.
- F. **Classification Seniority** – Seniority assigned to a specific work group of Employees within the Dispatch Department that governs bidding priority.
- G. **Company Business Hours** - Monday through Friday, excluding Company recognized holidays, 0800c – 1700c.

- H. Competency Check (Comp Check)** – An annual proficiency check given to a Dispatcher. Such Competency Check may be accomplished in his Competency Check base month or the month after.
- I. Comprehensive Upgrade Desk Check**– An oral exam given to Assistant Dispatchers which includes observation, as well as questions on operational procedures, Company policy, and ‘tools’ used to perform the dispatch function.
- J. Daily Overtime Callout** – Process for awarding overtime two (2) days prior to the open shifts, as soon as practical after 0900c and ends at 2000c the following day (2000c the day prior to the open shift).
- K. Dispatch Master Seniority** – Seniority established on permanent assignment as a Flight Dispatcher based upon date of hire as an Assistant Dispatcher. Dispatch Master Seniority dictates issues related to pay, Dispatch longevity, furlough and recall.
- L. Dispatch Proficiency Training** – A tool used by eligible member of Dispatch Management to evaluate and offer training to Dispatchers.
- M. Dispatcher** - all persons of the Company covered by this Agreement; Employee.
- N. Early-in** - Extra time added to the beginning of a Dispatcher’s shift. Regulatory duty limits apply. Flight Dispatchers may not have more than one and one-half (1.5) hours added to an eight and one-half (8.5) hour regulatory shift to ensure he is not scheduled for more than ten (10) hours.
- O. Eligible Employee** - A Dispatcher who has completed the required training for the position, passed an upgrade or Competency Check (if applicable), maintained a familiarity with the operating procedures for the position, and

complies with applicable duty and rest time limitations of 14 CFR FAR Part 121.

- P. Eligible Member of Dispatch Management** - A member of Dispatch Management who is on the Dispatch Master Seniority List and has completed the required training for the position, passed an upgrade or competency check (if applicable), maintained a familiarity with the operating procedures for the position, and complies with applicable duty and rest time limitations of 14 CFR FAR Part 121.
- Q. Employee** – For purposes of this Agreement, the definition of Employee will mean the same as Dispatcher, unless otherwise indicated.
- R. Flag/ETOPS Relief Line** - A line awarded to a Flight Dispatcher with a set rotation, which may include Domestic, Flag, Class II and ETOPS shifts. The Dispatcher will receive the Flag/ETOPS override.
- S. Floating Vacation Day** – Vacation days that may be taken one day at a time or as a group, actual days awarded monthly outside the annual vacation bid process.
- T. Giveaway (GWOP)** – A shift that is given to another eligible Employee. For purposes of pay, the Dispatcher picking up the shift is paid at his applicable straight time rate of pay and the Dispatcher giving away the shift is not paid for the shift.
- U. Junior Available (J/A)** – Process used to assign overtime in reverse classification seniority.
- V. Late Notice Overtime Callout** – Process for awarding overtime after 2000c that becomes available after the Daily Overtime Callout process has been completed (after 2000c the day prior to the open shift).

- W. Leave Without Pay (LWOP)** – Process in which a Dispatcher is relieved from his scheduled shift without compensation at the discretion of Dispatch Management.
- X. Line-oriented Training** – On-the-job training (**OJT**) in which a Dispatcher works under the direction of a Dispatch Trainer or an eligible member of Dispatch Management.
- Y. Local Officers of the Union** – The President, Vice President, Treasurer, and Secretary of the TWU 550 Board of Directors.
- Z. Longevity** – Refers to the period of time from the date an Employee is hired with the Company.
- AA. Military Leave** – Leave granted to Employees who are called to duty, voluntarily or involuntarily, in accordance with state and federal laws that are applicable, and in accordance with The Leave of Absence Article.
- BB. Monthly Overtime** - Process for awarding overtime for the following month.
- CC. Move-over** – When a qualified Flight Dispatcher moves from a scheduled Domestic shift to Flag/ETOPS shift within the same shift time.
- DD. Move-Up** - When a qualified Dispatcher moves from a scheduled shift to an earlier shift outside of the same shift time (e.g. a PM to AM shift, etc.).
- EE. Non-regulatory shift** – A shift that is not governed by 14 CFR FAR Part 121 (FARs).
- FF. On-line Travel** – Travel on flights listed on the Southwest Airlines flight schedule.

- GG. On-the-job Training (OJT)** – When a Dispatcher works under the direction of a Dispatch Trainer or an eligible member of Dispatch Management.
- HH. Open Book Test** – A test using any resources provided by the Company.
- II. Open Time** - Any unassigned shifts of work.
- JJ. Overtime Balancing** - When assigning shifts by preference, a Dispatcher’s preferences will be honored in seniority order as closely as possible, while attempting to maintain a balance of Day, Afternoon and Midnight shifts for monthly/annual fallout. The Company and the Union President or designee will meet as needed to re-evaluate the percentages above.
- KK. Positive Contact** – An interactive communication made either in person or via phone conversation (not phone message left, nor text) by a NOC Scheduler or a member of management.
- LL. Reallocation of Workload** - Workload, that is reallocated/redistributed for an Extra Shift, Relief Shift (not assigned an active scheduled desk), and as the last step in the Overtime Selection Process is limited to work within the classification. The reallocated workload for Flight Dispatchers will not be limited to irregular-operation flights. To ensure a manageable workload for Flight Dispatchers, the reallocated workload will include a mix of normal-operation flights and irregular operations (when applicable) and will make every attempt to remain within the same region (e.g., east, central or west). Management will confirm the Dispatcher’s ability to assume any additional flights when adding workload to a desk. The desk parameters will be reduced during irregular-operation.
- MM. Reassign** - Any change of job duties/functions/responsibility to a Dispatcher’s originally posted schedule.

- NN. Regulatory Shift** – A shift that is governed by 14 CFR FAR Part 121 (FARs).
- OO. Relief Dispatchers** – A Dispatcher who bids a line with fixed rotations and no shifts during the annual schedule bid whose work line is used to cover training, vacations, and other known absences.
- PP. Relief Shifts** – An unassigned workday with no established desk assignment. Relief shifts will appear on the work schedule as XX, DXX, AXX, and MXX assignments. These shifts will be utilized to designate work based on set parameters. The DXX is a designation for any potential “Day” work assignment. The AXX is a designation for any potential “Afternoon” work assignment. The MXX is a designation for any potential “Midnight” work assignment.
1. Availability associated with each designation is ten and one-half (10.5) hours for trading purposes.
 2. Dispatcher (excluding Dispatch Specialist) “-XX” start times are 0500c-0700c (DXX), 1300c-1500c (AXX), and 2100c-2300c (MXX).
 3. Dispatch Specialist “-XX” start times are 0600c-0900c (DXX), 1400c-1600c (AXX), and 2100c-2300c (MXX).
 4. “XX” shifts are place holders for the entire day. “-XX” refers to any one of the time specific Relief shifts.
- QQ. Shift Extension** - Extra time added to the end of a Dispatcher’s shift. Regulatory duty limits apply. Flight Dispatchers may not have more than one and one-half (1.5) hours added to an eight and one-half (8.5) hour regulatory shift to ensure he is not scheduled for more than ten (10) hours.

- RR. Shift Time / Shift Preference** – refers to a specific phase of day – D-Days/AM Shifts, A-Afternoons/PM Shifts, M-Midnight Shifts.
- SS. Special Assignment** – A non-regulatory shift that is created by the Company for work other than classification shift work (e.g., beta testing).
- TT. Special Project** – A shift in which an Employee assists the Company with a special task or project (e.g., Fuel Management, ATOS, Pilot Classes). The Company will select Employees for Special Projects from a group of volunteers.
- UU. Specialized Classification** – Network Superintendent, Dispatch ATC Specialist, Dispatch Specialist.
- VV. Start Time / Start Time Preference** – refers to a specific time of day – 0600, 1400, 2200, etc.
- WW. Successor** - Includes, without limitation, any purchaser, assignee, transferee, administrator, receiver, executor, and or trustee of the Company of all or substantially all of the assets and property of the Company and is not limited to any merger entity described or referred to in the Scope of Agreement Article.
- XX. Successorship Transaction** - Any transaction, whether single step or multi-step, that provides for, results in, or creates a successor.
- YY. Trade** – A transaction between Employees in which a shift is exchanged.
- ZZ. Training Days** – include classroom training, on-the-job desk training, and observations within other SWA departments (e.g. Ground Ops, Maintenance, etc.)

AAA. Union's Schedule Committee – Dispatcher(s) appointed by the Union's President who assist the Company with Dispatch schedules and vacations.

BBB. Verified Delivery – Means of verifying receipt of a notification (e.g., certified letter, confirmation of receipt of email).

CCC. Weekly Overtime Callout - Process for awarding overtime each Monday for Monday through Sunday of the following week (seven (7)-days later).

DDD. "Will Accept" - Constitutes a Dispatcher's willingness to accept overtime through notification via phone message or electronic means.

Article 25. Duration

A. Duration

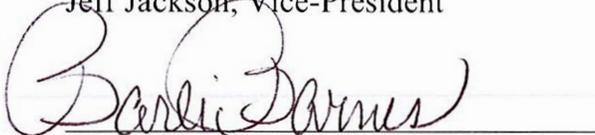
1. Subject to an implementation schedule to be agreed upon by the parties, this Agreement will be effective from DOR through May 31, 2027 and from year to year thereafter, subject to modification as provided herein. Either party may give written notice of its desire to modify the Agreement at least sixty (60) days prior to May 31 of each year beginning May 31, 2026, in accordance with Section 6, Title I of the Railway Labor Act, as amended.

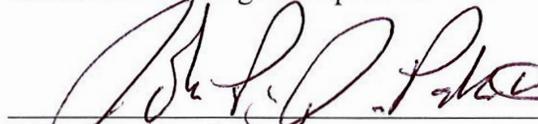
In witness whereof, the parties hereto have signed this Agreement the 6th day of March, 2023.

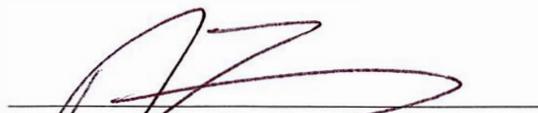
For Transport Workers Union of America Local 550


Brian K. Brown, President


Jeff Jackson, Vice-President


Barbi Barnes, Flight Dispatcher


John DiPaolo, Secretary


Anthony Zangrilli, Treasurer

For Southwest Airlines


Neal Hanks, Director Labor Relations


Anthony Wafer, MD Labor Relations


Gene Kim, MD Dispatch & Reg Ops


Steve Papaila, Dir NOC Optimization & Analysis


Christian Mann, Chief of Technical Ops



Kevin Thurston, At-Large Representative



John Brophy, Sr Labor Administration Mgr



Chris Lester, At-Large Representative



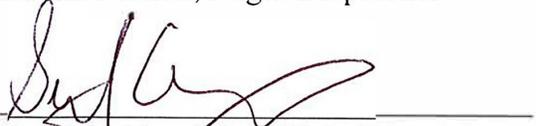
John Donnelly, Sr Labor Relations Advisor



David Gosnell, Flight Dispatcher



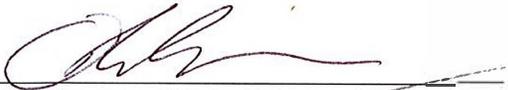
Tamara Harrison, Labor Relations Consultant



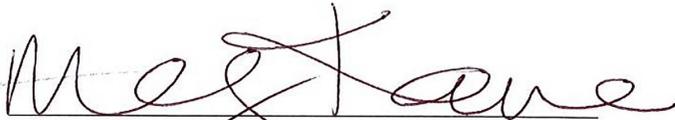
Stefanie Alexander, Flight Dispatcher Representative



Naomi Primera, Sr FP&A Partner



John Gordon, Flight Dispatcher Representative



Meghan Kane, Sr Labor Communication Specialist



Bill Kalivas, Superintendent Representative



John Hill, Mgr Labor Strategy



Brian Prelesnik, Special Classification Representative



Brittaney Davis, Labor & Employment Attorney

Letter of Agreement Schedule Guidelines

Article 4 Supplemental Document

Overview

1. This document serves as a supplement to the Collective Bargaining Agreement (CBA) to provide and clarify scheduling guidance for information contained in the CBA. References to “CBA” refers to the TWU 550 Dispatchers’ Collective Bargaining Agreement.
2. The information contained is amendable by mutual agreement between the Director of Flight Dispatch and the Union Board provided it does not conflict with the current CBA or TWU 550 By-Laws. Furthermore, any changes with a direct effect on rates of pay, scheduling minimums (i.e. number of days off) scheduling maximums (i.e., number of days work annually, monthly, weekly), or seniority; require membership approval by a majority vote of the votes cast by the membership covered under the CBA, including, but not limited to:
 - a) Length of schedule bid (one (1) year), excluding parameters for a re-bid.
 - b) Changes to the schedule rotation format (rotation of days worked/days off, maximum number of consecutive days worked, total days/hours worked in a week/month/year, etc.
3. This information will be reviewed annually or as needed. Any amendments to the document will be made available to the Dispatchers.

A. Building and Maintaining Schedule Lines

1. The Company and the Union will mutually agree on annual rotations for Flight Dispatchers, Network Superintendents, Dispatch ATC Specialists and Assistant Dispatchers, which will be the equivalent of five (5) days of work, followed by three (3) days off, five (5) days of work, followed by three (3)

days off, five (5) days of work, followed by six (6) days off. All bid lines for the Flight Dispatchers, Network Superintendents, Dispatch ATC Specialists and Assistant Dispatchers will be scheduled with 205 days of work. Once rotations are established, the same rotations will be used for future schedules unless a similar rotation, meeting the same Company criteria is presented by the Company or the Union, no later than May 15. If the parties do not mutually agree on a new rotation, the established pattern will remain status quo.

- a) The Company may increase a work week in the schedule bid lines to six (6) consecutive workdays, if required, to establish 205 workdays for a line of work when constructing the annual bid lines. The Company will not add a day of work on a preferred holiday (as referenced in Article 9).
 - b) The Company may decrease a work week in the schedule bid lines from five (5) workdays, by removing shifts from the beginning or end of the work week, if required to establish 205 workdays for a line of work when constructing the annual bid lines.
2. The work cycle for the Dispatch Specialists covered under this Agreement will be a rotation of four (4) days of work, three (3) days off. All bid lines for Dispatch Specialists will be scheduled 205 days of work.
- a) The Company may increase a work week in the schedule bid lines to five (5) consecutive days, if required, to establish 205 workdays for a line of work when constructing the annual bid lines.
 - b) The Company may decrease a work week in the schedule bid lines from four (4) workdays by removing shifts from the beginning or end of the work week, if required to establish 205 workdays for a line of work when constructing the annual bid lines.

3. Schedule lines for Flight Dispatchers, Network Superintendents, ATC Specialists, and Assistant Dispatchers will be constructed beginning February 1, and will be compiled to ensure the preferred rotations will be available for each start time to the extent possible (and each Network Superintendent position (Sector, Router, Regional)).
4. Network Superintendents lines will be constructed to compile as many straight lines as possible of same shift “start times” of desks for Sector, Regional and Router positions having each work week on the same desk to the extent possible.
 - a) Afterwards, lines may be constructed as mixed lines with the same shift time (Day or Afternoon or Midnight).
 - b) Afterwards, lines may be constructed as mixed Day/Afternoon lines. Midnight shifts will not be used in mixed lines.
 - c) Mixed lines may have a combination of Sector, Regional and Router positions.
5. Dispatch ATC Specialist lines will be constructed to compile as many straight lines as possible of same shift “start times” having each work week on the same desk to the extent possible.
 - a) Afterwards, lines may be constructed as mixed lines with the same shift time (Day or Afternoon or Midnight).
 - b) Afterwards, lines may be constructed as mixed Day/Afternoon lines. Midnight shifts will not be used in mixed lines.
6. Domestic Flight Dispatcher lines will be constructed to compile as many straight lines as possible of same shift “start times” having each work week on the same desk to the extent possible.

- a) Afterwards, lines may be constructed as mixed lines with the same shift time (Day or Afternoon or Midnight).
 - b) Afterwards, lines may be constructed as mixed Day/Afternoon lines. Midnight shifts will not be used in mixed lines.
 - c) The Workload Committee, Schedule Committee and the Company will, to the extent possible, develop the flow of desks within the line rotations to avoid workload fatigue (e.g., consecutive weeks of MDW departure desks).
7. Flag/ETOPS Flight Dispatcher lines will be constructed to compile as many straight lines as possible of same shift “start times” having each work week on the same desk to the extent possible.
- a) Afterwards, lines may be constructed as mixed lines with the same shift time (Day or Afternoon or Midnight).
 - b) Afterwards, lines may be constructed as mixed Day/Afternoon lines. Midnight shifts will not be used in mixed lines.
 - c) Afterwards, lines may be constructed as mixed lines with the same shift time (Day or Afternoon or Midnight) using a combination of Domestic, Flag and ETOPS shifts.
 - d) Afterwards, lines may be constructed as mixed Day/Afternoon lines using a combination of Domestic, Flag and ETOPS shifts. Midnight shifts will not be used in mixed lines.
 - e) Flag/ETOPS Flight Dispatcher lines may include both Flag and ETOPS desk within the same line. These guidelines do not prevent the Company from establishing “Flag only” lines or “ETOPS only” lines utilizing the guidelines above.

8. Schedule lines for Dispatch Specialists will be constructed in the following order:
 - a) As many lines as possible will be constructed with weekends (i.e., Saturday and Sunday) off.
 - b) As many lines as possible will be constructed with at least one (1) weekend day (i.e., Saturday or Sunday) off.
 - c) At least one (1) Dispatch Specialist must be scheduled to work an AM and PM shift (and Midnight, once it is established) each day.
 - d) The Company will not reduce the current number of six (6) AM lines for the Specialists (AM Shifts with Saturday and Sunday off) and at least one of those lines will have a 0600 start time. This does not prevent the Company from constructing additional lines to ensure adequate staffing for the operation.
9. The Company will compile lines for Assistant Dispatchers as rotations with no shifts.
10. Relief lines for Dispatchers will be constructed as follows:
 - a) Relief Flight Dispatcher lines will be designated as Domestic or Flag/ETOPS.
 - b) Relief lines will be presented for bidding as rotations with no shifts.

B. Overlap pulls

1. The Company may pull shifts from a Dispatcher's January or February schedule to provide a minimum two (2) days off for pattern disruption involving the annual overlap period.
2. Schedule overlap will be posted prior to vacation bids opening.

C. Classroom Training Days

1. The Company will offer options of the following for classroom training: D-Days/AM Shifts, A-Afternoons/PM Shifts, (M-Midnights, if available).
 - a) AM classroom training days will begin at 0700c or 0730c
 - b) PM classroom training days will begin at 1200c or 1300c
 - c) Midnight classroom, if available, training days will begin at 1600c
 - d) Four (4) hour classroom training will begin at 1000c, unless it is in conjunction with another four (4) hour class.
 - e) The Company will retain at least fifteen percent (15%) of available classroom seats for Dispatcher trading.
2. The Company will assign Regulatory Domestic Recurrent (RDR) classroom training days as part of the annual bid. The training will be in conjunction with a Dispatcher's workdays.
 - a) The Union and the Company may establish a bidding process for RDR days, if mutually agreeable.
3. Recurrent Training days, with the exception of RDR Classroom Training, will be posted as soon as practical but no later than thirty (30) calendar days after the final vacation awards have been posted.

D. Temporary Assignments

1. The Dispatcher's schedule line will be built from available open shifts and "XX" shifts for the period in which the schedule has already been posted. Thereafter, normal Relief line/shift rules apply.

E. Relief Shift Trades – Ninety (90) days prior to the beginning of the affected month

1. When trading into a relief shift, the availability associated with each relief shift will encompass all active start times within the shift time for trading purposes (e.g. 0500-1530 for Flight Dispatcher “day” relief shift, 0600-1530 for Network Superintendents “day” relief shift, 2200-0630 for Network Superintendent “midnight” relief shift, etc.)
2. Availability for Flag/ETOPS relief shifts will include active Domestic start times. Flag/ETOPS relief shifts may also be assigned Domestic shifts.
3. A Dispatcher will need to submit a trade request to the Company if a traded relief shift qualification is limited by the trade. Example: If Dispatcher wants to trade an ETOPS shift to a Dispatcher that is not ETOPS qualified, the Company will review the scheduling needs to determine if the shift can be changed to a different qualification. The Company may use different designators for Flag and ETOPS relief shifts.

F. Building, Posting and Maintaining Monthly Schedule

1. The workload committee will review days that are reduced by 5% or greater reduced from the base schedule and make recommendations on the number of Flight Dispatcher desks to be reduced and distribution of flights prior to posting the monthly schedules. Shifts will be removed from the schedule in the following order:
 - a) Desks reduced from a daily schedule may be removed from Open Time.
 - b) Desks may then be removed from Relief line holders and replaced with an XX and follow Relief assignment rules thereafter.
 - c) Desks may then be removed from hardline holders and replaced with an XX shift. Line holders with an XX shift will only be assigned an XX shift with their original start time and the shift start time will not be changed. Line-holders will be given a shift prior to a Relief Flight Dispatcher.

2. The Company may schedule a Dispatcher selected as a Subject Matter Expert, for a Special Project shift during the building of Monthly schedules.
3. Assistant Dispatcher lines will be constructed to provide as many complete lines as possible using a mix of all shift start times. This includes training days, training (OJT) shifts, and Assistant Dispatcher shifts.
 - a) The Company will assign the Assistant desk to the most junior Assistant Dispatcher based on his scheduled workdays on Thanksgiving Day, Christmas Day, New Year's Eve, and New Year's Day. The remaining Assistant Dispatchers scheduled to work these holidays will be assigned a "Train at home" day.

G. Relief shifts - General

1. The number of positions for Network Superintendents, Dispatch ATC Specialists and Flight Dispatchers will be calculated using the total vacation allotment for the classification, divided by 203 days, rounded up to the next whole number. If required, the number of Relief positions may be increased by an additional ten (10%) percent of the calculated allotment.
2. A Dispatcher may change his start time preferences by the 5th of the month. Requests will become effective for the next schedule that has not been posted. The new preferences will be applied to future assignments to the extent possible. However, shifts that have already been assigned will not be changed.
3. When assigning shifts by preference, a Dispatcher's preferences will be honored in seniority order as closely as possible, while attempting to maintain a balance of approximately 40% AM, approximately 40% PM, approximately 20% Midnight shifts for monthly/annual fallout. The Company and the Union President or designee will meet as needed to re-evaluate the percentages above.

4. A Relief shift may be used to grant a Dispatcher, in seniority order, the ability to exercise a LWOP, vacation, Company trade, etc. (However, the lack of Relief shifts does not prevent LWOPs, Company Trades, Union pulls, Personal Leaves, etc.)
5. Start time preferences are based on active shifts for the bid period and based on shift start times defined in the CBA. A Dispatch Specialist may list a start time preference that is not an active start time for the classification, but defined as a start time in the CBA, with management approval.

H. Schedule Guidelines - General

1. Open Time will be defined as any unassigned shifts of work. The Company may cover shifts in Open Time through, but not limited to, the use of Relief Dispatchers (excluding Charter overtime), and any Overtime Selection process.
2. Double-covered Shifts
 - a) If a regular (straight-time) shift is errantly double covered, the Company will notify the senior Dispatcher and allow him to stay home (with no loss of pay). If the double covered shift is not discovered until the start of the shift, a Chief on duty may offer the senior Dispatcher the opportunity to work an extra desk. If the senior Dispatcher does not choose to work an offered extra desk, he will be allowed to go home (with no loss of pay).
 - b) If an overtime shift is errantly double covered:
 - 1) Due to Company Trade (CT) payback – the Dispatcher paying back a CT works the desk. A Chief on duty will offer the Dispatcher assigned to the desk through the overtime (OT) process the opportunity to work an extra desk.

- 2) If one Dispatcher is covering a regular (straight-time) shift and the other Dispatcher is on overtime (OT), the Dispatcher working the straight-time shift works the desk. The Dispatcher on OT will be given the opportunity to work an extra desk.
- 3) If both Dispatchers are on OT, the junior Dispatcher works the desk, and the senior Dispatcher is given the opportunity to work an extra desk.
- 4) In paragraphs b.1, b.2 and b.3 above, if a Dispatcher declines the opportunity to work an extra desk, he will receive four (4) hours of overtime at his applicable rate of pay. The Company will adjust the Dispatcher's schedule and equalization hours, and email the NOC Scheduling team.
- 5) The Dispatcher will only be offered work from a desk having the same work as he was initially assigned (e.g., Domestic - may work Domestic; Flag- may work Flag or ETOPS; ETOPS - may work Flag or ETOPS, Charter desk –may work Charter desk, SOD - may work Sector, Regional or Router, ATC- may work any ATC position).
- 6) Overtime equalization hours will reflect the actual overtime paid

I. Overtime Rules - General

1. When an Employee changes classification, his status for overtime awards will be based upon the Employee's projected classification for the overtime being awarded. If the Employee does not change classification, the awarded shift(s) for the new classification goes back into open time and his equalization hours will be adjusted accordingly.
 - a) Example: A Flight Dispatcher is selected to Network Superintendent position effective July 5. His classification status for the overtime

coincides with the effective date of his classification change. For Flight Dispatcher open shifts prior to July 5, his status is a Flight Dispatcher. For Flight Dispatcher open shifts on or after July 5, his status is a Network Superintendent. If he is considered a Flight Superintendent on the date of the overtime shift, his name should populate with the Flight Superintendents. He will not be eligible for Network Superintendent overtime until after he has successfully completed the classification training, at which time his qualification status will be updated.

2. Each day's shift(s) will be awarded for all start times in chronological order, beginning with AM shifts for the ETOPS desk; then Flag desks; then Domestic desks before continuing to the next day, when applicable.
 - a) The above order may be temporarily changed for the Daily Overtime Callout by mutual agreement between the Company and the Union. The Company will communicate this temporary change to the Dispatchers.

J. Dispatch Trainer and Trainee (OJT) Adjustments to Schedule

1. Seven (7) business days prior to the beginning of a month, the Company will ensure all Trainees and Trainers are properly scheduled for the following month. For subsequent changes, the Company will adjust the Trainee to ensure contractual limitations for scheduling Trainers are met (no more than seven (7) days of OJT per month).
2. The shift times (Day, Afternoon, Midnight) and desk assignments for a Trainee may be adjusted with a minimum of twenty-four (24) hours' notice, to ensure he is scheduled with an available Dispatch Trainer (due to Dispatch Trainer sick calls, trades, equalization, projects, etc.).

3. The start times within the same shift (Day, Afternoon, Midnight) and desk assignments for a Trainee may be adjusted to ensure he is scheduled with an available Dispatch Trainer (due to Dispatch Trainer sick calls, trades, equalization, projects, etc.).
 - a) The Company will call the Trainee and send written notification of the change. Verbal communication may be in person or by phone call. Written notification of change can be via email and will include date and time of verbal notification. (A Dispatcher should not be required to check emails or monitor calls from Dispatch on his time off.) If management is unable to confirm the Trainee can work the shift, the shift will not be changed.
4. If the Company is unable to inform the Trainee of a schedule change before he shows up for work, the Company may assign him with an available Trainer of the same start time or a different start time, however, the Trainee will not be required to work more than eight and one-half (8.5) hours from the time he reports to work, or beyond the end of the shift in which he worked, whichever occurs first.
5. Immediately prior to JA, the Company may adjust an Assistant Dispatcher's OJT shift to cover an open Assistant shift within the same shift time (AM, PM).

K. Desk Parameters

1. The Company and the Union's Workload Committee will work together to distribute flights and determine the need to establish additional desk(s).
2. The number of Flight Dispatcher desks will be increased or reduced in certain months of the year for seasonal desks when constructing the monthly schedules. The number of seasonal desks will be determined by the average number of flights per desk and the average number of block hours per desk.

The Company and the Union's Workload Committee will meet and confer at least quarterly to review workload.

- a) Domestic desks may be scheduled up to a daily average of eighty (80) flights per desk or one hundred eighty-four (184) block hours per desk. (Once the new Flight Planning System is fully implemented).
 - b) Flag/ETOPS desks may be scheduled up to a daily average of thirty-five (35) flights per desk or one hundred forty-four (144) block hours per desk.
 - c) Domestic Midnight desks will not relieve and will not release flights for more than three (3) desks.
3. Formulas referenced above will be evaluated annually or as needed to account for changes in Southwest Airlines Flight Schedule dynamics. (Flag/ETOPS, stage lengths, etc.). The formula may be updated with mutual agreement between the Director of Dispatch and the Union Board.
- a) Dispatch Workload and Scheduling Committees will be notified, and the Agreement will be amended and posted to reflect any mutually agreed upon changes to the formula.
 - b) Both the number of flights and block hours will be used in the formula to determine the projected Seasonal Desk(s). However, during the year, the Workload Committee may assign a higher number of flights to a desk but remain well below the block time limitation as long as the workload is reasonable and manageable.
 - c) If the Workload Committee identifies a workload issue, they will notify and may offer recommendations to the Director of Dispatch and the Union Board.
4. A Seasonal Desk is a desk(s) designated for seasonal traffic by the Company and the Union and will not exceed six (6) months. Any desk needed for more

than six (6) months will be considered a permanent desk. Seasonal Desks will be evaluated at least 120 days prior to the start of a base schedule.

- a) Seasonal Desks may be covered with Relief Dispatchers when constructing the monthly schedules or covered through the Overtime Callout Process.
5. After the seasonal desk evaluations, if seasonal traffic increases workload and requires additional desk(s) during the year (FAR requirements for adequate staffing), those desk(s) will be covered through the Overtime Callout Process.
6. If the flight schedule changes and/or the projected workload does not dictate the desk, the Workload Committee will discuss the situation with the Director of Dispatch and the Union Board. If both agree it is not needed, there is no obligation to open the seasonal desk.
7. Flexibility exists to change the desk dynamics (i.e., a Domestic seasonal desk may be opened in lieu of Flag/ETOPS seasonal desk, different start times, etc.) by mutual agreement between the Director of Dispatch and the Union Board.
8. Seasonal desks will be included in the Schedule Bid Packet, if applicable, clearly stating the total number of anticipated desks for each month (the month designated may be a portion of the month or the entire month).

L. Managers Maintaining Proficiency

1. The Company will ensure a Dispatcher is not released from duty for Management Proficiency more than once in the time periods specified below:
 - a) For a Flight Dispatcher- Once every rolling twenty four (24) calendar months.
 - b) For a Specialized Classifications and Flag/ETOPS Dispatchers - Once every rolling twelve (12) calendar months.

M. Assistant Dispatcher Bidding Guidelines

1. An Assistant Dispatcher will bid his schedule and his vacation as a Flight Dispatcher if he is anticipated to upgrade on or before July 1st during the schedule bid period (Feb 1 – Jan 31).
2. An Assistant Dispatcher who is not anticipated to upgrade on or before July 1st to a Flight Dispatcher during the schedule bid period (Feb 1 – Jan 31) will bid his schedule and his vacation as an Assistant Dispatcher.
3. Upgrading Assistants may have their lines constructed by the Company based on the established schedule rotation and be assigned desks or XX days for the remainder of the bid year.

TWU 550 /SWA - MEANINGS AND INTENT FOR CBA

The intent of this document is to clarify certain provisions within the ratified Collective Bargaining Agreement (CBA) between Southwest Airlines Co. (hereinafter known as the “Company”) and the Dispatchers in the service of Southwest Airlines Co., as represented by the Transport Workers Union of America Local 550 (hereinafter known as the “Union”).

Prior to and during the negotiation process, it was agreed by both the Union and the Company that concepts of change to the CBA which were discussed but not adopted will not constitute a failed attempt to modify the agreement or past practice and cannot be used as evidence in any future disputes pertaining to the CBA.

Below are areas of clarification between the Company and the Union;

Article 1 – Scope

1.C.1.a and b

1. It is agreed that this Agreement has for its scope the performance of the dispatch function to the Company which includes the dispatch of all Company-operated aircraft regardless of nature of flight.
 - a) For Dispatch purposes, all 14 CFR Part 91 Operations will be operated to 14 CFR Part 121 standards as closely as practical.
 - b) No person may start a flight unless an eligible Southwest Dispatcher on the Dispatch Master Seniority List issues the appropriate release.

Intent: Paragraphs a) and b) were added to further clarify that all aircraft movements are dispatched by TWU 550 Dispatchers, and not as a limitation to the preceding paragraph.

1.D.1

1. It is expressly understood and agreed that this Agreement and Letters of Understanding supersede any and all Agreements now existing or previously executed between the Company and any Union or individual affecting Employees covered by this Agreement.

Intent: The parties agree that established past practices are not nullified by this paragraph.

1.H.2

2. The Company has the responsibility to meet and confer with the Union if any of the following should occur during the duration of this Agreement. Disagreements will not hinder or prohibit the Company from moving forward with the operations below.
 - a) Acquire for its use any type of aircraft other than the B737-300, B737-500, B737-700, B737 MAX and the B737-800; or
 - b) Begin conducting aircraft operations limited to cargo only; or
 - c) Begin dispatching any new theatre of operations conducted outside the forty-eight (48) contiguous United States not in existence on the Date of Ratification; or
 - d) Begin dispatching of any new type of operation or operational procedure not in use on the Date of Ratification (i.e., ETOPS, RNP, RNAV, CAT IIIa).

Intent: The Company and Union will meet and confer when dispatching to modified or new theatres that are not listed within the current OpSpec B050 on the date of ratification (e.g., begin flying to Canadian destinations). The current OpSpec B050 is contained in Appendix C of the CBA for reference.

Article 2 – Job Categories

2.A

A. The term, “Network Superintendent,” (formerly known as Flight Superintendent or SOD) as used in this Agreement will mean a Flight Dispatcher who is assigned by the Company as such Network Superintendent in order to coordinate the dispatch function, coordinate between other Company departments, and report non-compliance with Company policies, regulations, and guidelines...

Intent: Roles and Responsibilities of Network Superintendents Question and Answer

- a) What if a Dispatch management Employee walks in from the Company parking lot, approaches a SOD, and instructs him to execute a particular operational decision (e.g., close MDW by 1000)?
 - 1) Dispatch’s day-to-day (daily) operational decisions belong to SODs. However, particular SOD decisions may be overridden by Dispatch management. In this scenario, it appears Dispatch management would be instructing a SOD to execute a particular operational decision without first requesting and understanding the SOD’s original plan. That would be improper.
- b) What if the management Employee involved in Question 1 was a Network Director (or equivalent position)?
 - 1) The response is the same.
- c) What if a Dispatch management Employee approaches a SOD, asks for his plans concerning MDW, reviews the pros/cons of the SOD’s plan, and then instructs the SOD to execute a particular operational decision (e.g., close MDW by 1000)?
 - 1) Dispatch’s day-to-day (daily) operational decisions belong to SODs. However, particular SOD decisions may be overridden by Dispatch management (e.g., responding to irregular ops). In this scenario, it appears Dispatch management has asked the SOD for his plan of action,

has reviewed the SOD's plan, and has then instructed the SOD to proceed in a different direction. This handling is proper.

- d) What if Dispatch management holds a meeting, with no SOD in attendance, to make an operational plan, and then hands over the plan to the SOD to implement? In a second scenario, what if a SOD is brought into the meeting after the decisions have been made merely to ensure they are good with the plan management has already created?
 - 1) This would be improper (and similar to scenario #1 above).
- e) What if SOD's attend an operational planning meeting to provide Dispatch management their operational plans for the day and, while in that meeting, Dispatch management reviews the SOD's plans and then instructs the SOD's to proceed in a different direction?
 - 1) This handling is proper (and similar to scenario #3 above).
- f) What if members of an Employee group (e.g., Flight Ops) are given new duties (work that this Employee group has not historically performed) and these duties have been historically performed by Dispatchers?
 - 1) Because these duties had been historically performed by Dispatchers, this would be a violation of the Scope provisions of the Dispatch CBA.

2.B.6

- 6. The Company will keep all signing authority for the Operations Specifications, hold Department of Defense clearances and maintain Military operation compliance. Dispatch Management will retain final authority regarding dispatch functions addressed in the Flight Operations Manual and maintain the Dispatch Operations Manual.

Intent: The Company has final authority over the documentation of dispatch functions in the manual.

Article 3 – Compensation

3.A.4

4. Straight time: The method for computing the straight time rate to be used to determine overtime payment will be the Employee's current regular annual rate of pay divided by 1751, plus longevity premium.

Intent: The method for calculating straight time and overtime rates have not changed, with the exception of Holiday pay. Holiday pay will also include override calculations.

3.B.2.e

- e) Dispatchers covered by this Agreement will receive a shift differential of \$0.52 per hour when assigned an Afternoon/PM shift and \$0.59 per hour when assigned a Midnight shift. Shift Differential will not be included in the computation of pay for the hours of overtime. (Does not apply to sick leave, holidays, jury duty, traded shifts, CT paybacks, etc.)

Intent: Examples:

- A Dispatcher will receive the shift differential if he is assigned an Afternoon/PM or Midnight Hard Line.
- Relief lines that are assigned an Afternoon/PM or Midnight shift by the Company will receive the shift differential for the shift assigned.
- A Dispatcher awarded an overtime Afternoon/PM or Midnight shift (including Junior Available) will receive the shift differential.
- DCAP Observers/Competency Check Examiners will receive the shift differential for the observations/comp checks performed on afternoon/midnight shifts.
- OPS FAM flights, Early-Ins, Shift Extensions, and non-operational meetings do not qualify for shift differential.
- Special Projects and Special Assignments scheduled by the Company to start prior to 1300 do not qualify for shift differential (even if the Dispatcher is allowed to work at his own pace/time at chooses to work during afternoon or midnight hours).

Note: shift differential is not added to monthly base rate for the purpose of computing overtime pay. Examples:

- A Dispatcher will receive “\$0.52 multiplied by 8.5 hours” additional pay for a full, overtime, afternoon shift.
- A Dispatcher will receive “\$0.59 multiplied by 4 hours” additional pay for a 4-hour partial overtime, midnight shift.

3.C

C. Overrides

Intent: Overrides are only applied to Dispatchers’ Pay Scale (the table in Art 3.B.1).

Article 4– Hours and Conditions of Work

4.A.2

2. The Company will provide home access, including a mobile app, to all Dispatch scheduling processes (i.e., Schedule, Overtime Sign-Up, and Trades, Bidding, and Leave Accrual/Usage/Balance), as soon as practicable.

Intent: Sick Leave information and mobile app will be provided within twenty-four (24) months from date of ratification. If the Company is unable to meet this schedule due to circumstances beyond the Company’s control, the parties will meet and confer regarding an implementation schedule.

4.B.1.c

- c) Monthly schedules will be posted on the 15th of the month two (2) months prior to the affected month. Prior to posting such schedules, the Union Schedule Committee will review and, if necessary, provide recommendations.

Intent: Example: The April schedule will be posted on February 15.

4.B.2

2. Prior to building monthly schedules, Dispatchers will have the opportunity to request leaves (e.g. LWOP, personal leave, or vacation changes). On the 1st of the month, the Company will publish remaining available vacation slots for the year. Vacation change requests will only be granted if there are remaining un-awarded vacation slots. On the 5th of each month, requests will be processed, in seniority order. Leave requests will be granted based on the Company's ability to cover the shift with a Relief Dispatcher or at the Company's discretion, open time.

Intent: Requests will be processed "by" the 5th of each month. Requests may be processed between the 2nd and the 5th of the month. This has now been corrected in the CBA to comply with the intent of the negotiation discussions.

4.B.3.g

- g) The Company will send electronic notification of any shift change after the monthly schedule has been posted. The Company will call the Dispatcher and/or send electronic notification of any change after Weekly overtime assignments. Verbal communication may be in person or by phone call. Electronic notification of change may be via email and will include date and time of verbal notification, if applicable.

Intent: Prior to a new scheduling system, the Company will call (and leave a message, if option is available) AND send electronic notification. Once technology allows for electronic notifications from the schedule system the Company may call AND/OR send electronic notification.

4.B.3.g.1

- 1) If a schedule change occurs within twenty-four (24) hours of the original start time and the Company is unable to inform the Dispatcher of a schedule change before he shows up for work, the Company may assign him classification work. The Dispatcher will not be required to work more than eight and one-half (8.5) hours from the time he reports to work.

Intent: The remaining portion of the shift will be offered as a last-minute extension and follow the extension rules.

4.B.7

7. ...Upon implementation of the necessary technology, a Relief Dispatcher may choose to reduce time off between shifts to eight (8) hours to allow the Company to honor the Dispatcher's start time preference(s).

Intent: This technology will be provided within twenty-four (24) months from date of ratification. If the Company is unable to meet this schedule due to circumstances beyond the Company's control, the parties will meet and confer regarding an implementation schedule.

4.C.1

1. When a Dispatcher is called to work prior to his scheduled straight time shift (Early-In), he will be paid at a rate of time and one-half (1.5) for the time worked prior to his shift and a rate of one-half (.5) time in addition to his scheduled straight time rate for the duration of his scheduled shift. This applies to classification shift work only (exclusive of meetings).

Intent: If a Dispatcher accepts an Early-In to an awarded overtime shift, the additional time will be paid at the same rate as the awarded overtime shift.

4.C.2

2. Overtime at time and one-half (1.5) will be paid if an Employee works any overtime shift in addition to his scheduled shift(s), or for time worked beyond the end of his shift. Each subsequent overtime shift worked without an intervening scheduled shift will be paid at twice his straight time rate.

Intent: This includes an Early-In and a Shift Extension that will pay time and one-half (1.5). If the voluntary Early-In shift or a shift extension is in conjunction with an Overtime Shift, it will pay at the same rate of pay as the Overtime shift. The additional hours associated with an Early-In or a Shift

Extension will be added to the overtime equalization. J/A assigned Extensions and Early-Ins are paid at twice his straight time rate. J/A assigned Shift Extensions and Early-Ins does not count as a J/A shift for the month or two (2) consecutive J/A days.

4.D.1 and LoA: Schedule Guidelines (Desk parameters)

1. The Company and the Union Board will meet before the schedule building process begins to review projected network capacity and will reasonably consult with the Union's Schedule Committee about the number of desk(s) to be included in the next schedule bid.

Intent: The Company and the Union, including the Union's Workload Committee and Union's Scheduling Committee will meet before the schedule building process begins to review projected network capacity and the number of desk(s) to be included in the next schedule bid. In addition to permanent desks, the Union and Company will use anticipated flight schedules to determine which months will require seasonal desks (domestic and Flag/ETOPS), as well as the number of desks needed based on the formulas.

4.G.2

2. Returning to previously established classification for the next annual bid: When an Employee wishes to exercise his seniority and bid a previous established classification for the next schedule bid process, the Employee must give written notification to the Director of Flight Dispatch or his designee and the Union by May 15 of the current calendar year....

Intent: The date of May 15 will be adjusted accordingly with mutual consent of the Company and the Union President if the timeline for the schedule bid process changes.

4.G.3

3. If a Dispatcher or member of Management exercises his seniority to bid a Dispatcher vacancy outside of the annual bid procedure, he will bid for available Relief rotations.

Intent: The open shifts from a vacated schedule line will be covered through the Overtime Selection Process or with Relief shifts.

When a vacancy is posted, the Company will determine the rotation(s) needed for the remainder of the schedule bid year. Once the Dispatchers are selected and prior to the vacancy effective date, the lines will be presented for bidding to the eligible Dispatcher(s) (i.e., Network Superintendent, Dispatch ATC Specialist, Flight Dispatcher). The Dispatcher will have a minimum of forty-eight (48) hours to bid on the available lines. The Company will post the results at least seven (7) days prior to the effective vacancy date.

The Company and Union will meet and mutually agreed upon an escalation bid process to fill vacated lines and Dispatcher vacancies outside of the annual bid procedures (however, not before the 2024 schedule bid). Until technology and a mutually agreed upon process is implemented the above process will apply. Additional guidance will be provided in the LoA: Schedule Guidelines, once this option is available.

4.G.4.a

- a) Assistant Dispatchers, who upgrade and are not given at least thirty (30) calendar days' notice from a successful completion of his upgrade, will retain their working days and days off for the first seven (7) days as Flight Dispatchers. (This does not prevent the Company from scheduling additional days off during the first seven (7) days if shifts are not available.) The start times may be changed with a minimum of fourteen (14) calendar days' notice; however, the days off will not be changed to allow a smooth transition.

Intent: When determining “calendar days’ notice”, the day of assignment as a Flight Dispatcher is not included in the calendar day timeline. (e.g., To assign a shift as a Flight Dispatcher on the 31st of the month, the completion of upgrade and assignment must occur no later than the 1st of the month.) Contractual legalities will be maintained during his transition.

Intent: The days of work and days off are determined by a snapshot of the Dispatchers schedule (including trades), not the originally scheduled days.

4.H.1.c

- c) If, because of flight cancellation delays, lack of available seating (flight deck, cabin, or jump seat), or delays beyond the commuter's control the Dispatcher will be unable to arrive in time to begin his scheduled shift, the commuter will notify the Chief Dispatcher on duty immediately of his unavailability to work his shift. This Dispatcher will be required to pick up a shift from Open Time within sixty (60) days of the missed assignment at no additional pay. If the Dispatcher fails to pick up this shift, the missed assignment will be considered a Leave without Pay (LWOP).

Intent: The Dispatcher will make a good faith effort to pick up a shift from Open Time or, in the event of extenuating circumstances, may request an extension from the Company.

4.I.1.d.1

- 1) Employees who return shift(s) after noon on the Sunday prior to closing Weekly overtime will be removed from his schedule and replaced with an overtime giveback code. The Dispatcher will not be eligible for any additional overtime shifts for that day, Allowances for special circumstances may be reviewed by the Company and Union.

Intent: Special circumstances include sick calls, funeral leave, emergency company trade, Special Project, union pulls, unintended SOD doubles for WOT awards, etc.

4.I.4.f

- f) *Utilize Assistant Dispatcher shifts:* A Dispatcher will be changed to a Flight Dispatcher shift within the same shift on the same scheduled day. (The vacated Assistant Desk will then go through the overtime selection process.) The Dispatcher will not be required to work more than eight and

one-half (8.5) hours from the time he reports to work, or beyond the end of the shift in which he worked, whichever occurs first.

Intent: The remaining portion of the shift will be offered as a last-minute extension and follow the extension rules.

4.I.4.h.2 and 4.I.4.i.2 Move Ups:

2) No Dispatcher is offered a Move Up if the shift they are vacating is an overtime shift or if they are legal to work the open shift.

Intent: Legal to work as defined in this section (Section 4.I.4)

Intent:

Example 1: Open shift is a 0500-1330, 0600-1430, or 0700-1530 shift. All eligible Dispatchers will be offered the shift if their shift starts the same day at 1300, 1400, or 1500. If no one accepts the move-up, all eligible Dispatchers will be offered the shift if their shift starts the same day at 2100, 2200, or 2300.

Example 2: Open shift is a 1300-2130, 1400-2230, or 1500-2330 shift. All eligible Dispatchers will be offered the shift if their shift starts the same day at 2100, 2200, or 2300. If no one accepts the move-up, all eligible Dispatchers will be offered the shift if their shift starts the following day at 0500, 0600, or 0700.

Example 3: Open shift is a 2100-0530, 2200-0630, or 2300-0730 shift. All eligible Dispatchers will be offered the shift if their shift starts the following day at 0500, 0600, or 0700. If no one accepts the move-up, all eligible Dispatchers will be offered the shift if their shift starts the following day at 1300, 1400, or 1500.

4.I.5

5. Rules Of Overtime Selection

Intent: When Monthly Open Time, Weekly Open Time, Daily Open Time, (and possible J/A) are scheduled to be awarded on the same day, at the same time, the open shifts will be awarded through the Overtime Selection Process in the following order:

- Monthly Open Time
- Weekly Open Time
- Junior Assignment
- Daily Open Time

Intent: On Mondays, when Weekly Open Time and Daily Open Time, (and possible J/A) are scheduled to be awarded on the same day, at the same time, the open shifts will be awarded through the Overtime Selection Process in the following order:

- Weekly Open Time
- Junior Assignment
- Daily Open Time

4.I.7.a

- a) The Company will not assign more than one charter folder to any regularly scheduled Dispatch Desk. ...

Intent: The Chief Dispatchers will assign the charter folders to a dispatch desk.

4.I.7.b and e

- b) Domestic Charter Overtime will be called out when there are seven (7) or more flight segments within any regularly scheduled shift of which a flight segment consists of the departure and arrival city located within the forty-eight (48) contiguous United States. Flag/ETOPS Charter Overtime will be called out when there are four (4) or more flight segments within any regularly scheduled shift of which a flight segment consists of either the departure and/or arrival city located outside the forty-eight (48)

contiguous United States. This includes ferry flights and applies to departure release times defined to specific shifts.

- 1) A flight segment entails the dissemination of flight release, flight watch, and flight termination.
 - 2) Any Charter Overtime shift will be scheduled for a specific eight and one-half (8.5) hour time period prior to being called out. However, when the defined workload requires less than an eight (8) hour shift, a partial shift may be utilized.
 - 3) For the purpose of defining “regularly scheduled shifts” under (7) (b) above, the times will be 0600c – 1430c, 1400c – 2230c, and 2200c – 0630c.
- e) Charter Overtime shift start times may be tailored to suit charter demand. However, the shift start times will not be scheduled outside of contractual shift start times.

Intent: Departure release times for calculating charter flight segments are defined as follows:

- Morning/AM (A) Charter Shift: 0600-1600c
- Afternoon/PM (P) Charter Shift: 1400-2400c
- Midnight (M) Charter Shift: 2200-0800c

Flight watching times for calculating charter flight segments are defined as follows:

- A Morning/AM (A) Charter Shift flight watches from 0600-1400c
- An Afternoon/PM (P) Charter Shift flight watches from 1400-2200c
- A Midnight (M) Charter Shift flight watches from 2200-0600c

If a flight lands at 0600, 1400, or 2200, it is considered active for the previous time period only. Ex: A flight from 0500-0600 is only calculated as a Midnight Shift because the Day Shift does not release or flight watch a flight that lands at 0600.

Remember to review the Charter Flow Sheet for the previous and following days when considering flights for the Midnight Shift.

Intent: A Charter Shift may be scheduled for a Partial Shift if adequate coverage may be accomplished with less than 8.5 hours. For example, a normal Charter Shift of 1400-2230 may be reduced to a 6-hour shift if all charter flights are on the ground by 2000c. The shift will be identified as a Partial Charter shift when offered to a Dispatcher through the Overtime Selection process.

Intent: The Company will ensure the Dispatcher has sufficient time to become familiar with the Charter Operation and send the release(s).

Example: The flow sheet below reflects:

- Five (5) segments = **NO (0) Midnight** Domestic Charter shift (for previous day) – *assuming no additional Midnight charters on previous day;*
- Twelve (12) segments = **two (2) AM** Domestic Charter shifts,
- Twenty (20) segments = **two (2) PM** Domestic Charter shifts and
- Nine (9) segments = **one (1) Midnight** Domestic Charter shift - *assuming no additional Midnight charters on the next day.*

The “A”, “P” and “M” segment counts above each block are examples. Charter flows sent by Specialists will not include these block counts.

Line #1	BWI	1A	1M-	WRI	2A	2M-	WRB	3A	1P	ABI	2P	DAL				
	FROM	dept	flt #	arvs	dept	flt #	arvs	dept	flt #	arvs	dept	flt #	arvs			
	F8603	500	8640	605	630	7642	800	830	7642	1540	8641	1620	1710			
20NOV	FERRY			DOD			DOD		FERRY							
Line #2	BWI	4A	3M-	CAE	5A	4M-	3P	SAT	6A	4P	DAL					
	FROM	dept	flt #	arvs	dept	flt #	arvs	dept	flt #	arvs	dept	flt #	arvs			
	F8609	430	8626	645	715	7634	1455	1530	8627	1630						
20NOV	FERRY			DOD			FERRY									
Line #3	DAL		5P	HTS	1M	6P	DAL									
	SPARE	dept	flt #	arvs	dept	flt #	arvs	dept	flt #	arvs	dept	flt #	arvs			
		1715	8614	1930	2030	8259	2255									
	FERRY			COM												
Line #4	HOU		7P	ELP	SAT	2M	8P	HOU								
	SPARE	dept	flt #	arvs	dept	flt #	arvs	dept	flt #	arvs	dept	flt #	arvs			
		2000	8279	2200	2230	8619	2415									
	COM			FERRY												
Line #5	MCO		3M	9P	RDG	4M	10P	AVP								
	RON	dept	flt #	arvs	dept	flt #	arvs	dept	flt #	arvs	dept	flt #	arvs			
		2000	8421	2215	2250	8685	2325									
	COM			FERRY												
Line #6	MDW	7A	5M-	BDL	8A		IND	9A	11P	WRI	12P	RCA	5M	13P	MDW	
	FROM	dept	flt #	arvs	dept	flt #	arvs	dept	flt #	arvs	dept	flt #	arvs	dept	flt #	arvs
	F8607	605	8620	745	815	7632	1310	1420	8638	1600	1700	7641	2050	2130	8639	2320
20NOV	FERRY			DOD			FERRY		DOD		FERRY					
Line #7	MDW	10A		NGU	11A		MCI	12A	14P	TCM	6M	15P	PHX			
	FROM	dept	flt #	arvs	dept	flt #	arvs	dept	flt #	arvs	dept	flt #	arvs	dept	flt #	arvs
	8613	920	8636	1100	1200	7640	1400	1530	7640	1915	2000	8637	2225			
20NOV	FERRY			DOD			DOD		FERRY							
Line #8	MDW		16P	FAR		17P	YNG	7M	18P	MDW						
	RON	dept	flt #	arvs	dept	flt #	arvs	dept	flt #	arvs	dept	flt #	arvs	dept	flt #	arvs
		1610	8616	1750	1830	8266	2045	2130	8617	2250						
	FERRY			COM				FERRY								
Line #9	PHX		19P	YKM	SAT	8M	20P	ABI	9M	PHX						
	SPARE	dept	flt #	arvs	dept	flt #	arvs	dept	flt #	arvs	dept	flt #	arvs	dept	flt #	arvs
		1715	8630	2000	2100	8292	2415	2445	8631	245						
	FERRY			COM				FERRY								

Example: The flow sheet below reflects:

- Zero (0) segments = **NO (0) Midnight** Flag/ETOPS Charter shift (for previous day) – *assuming no additional Midnight charters on previous day*;
- Seven (7) segments = **two (2) AM** Flag/ETOPS Charter shifts,
- Eight (8) segments = **two (2) PM** Flag/ETOPS Charter shifts and
- One (1) segments = **no (0) Midnight** Flag/ETOPS Charter shift - *assuming no additional Midnight charters on the next day*.

1A ATL 1400	1P 8656 1545	MCO	2P MCO 1645	7498	SJU	1990	3P SJU 2030	8657	ATL 2350		
2A DAL 815	8674 900	GRK	3A GRK 1000	7507	MCO 1215	4A MCO 1315	7507	4P SJU 1600	5P SJU 1640	8675 2000	MCO
5A DAL 1015	8676 1100	GRK	6A GRK 1200	7508	MCO 1415	7A MCO 1515	7508	7P SJU 1800	8P SJU 1840	8677 2200	MCO

4.J.12

12) A Dispatcher working an overtime (or greater) shift will not be eligible for Junior Assignment to shifts starting on the subsequent calendar day.

Intent: Applies to same-day time trades of the respective overtime (or greater) shift.

4.J.13.a.1

1) The Dispatcher must declare or retract a GDO a minimum of forty-eight (48) hours prior.

Intent: The GDO request covers the full day that falls within the forty-eight (48) hour window. Example: Requesting or rescinding a GDO for March 5.

- If the GDO is requested or rescinded any time during March 3, the GDO will be granted or removed.

Article 5 – Training

5.B.3

3. All classroom training days and Operating Familiarization Flight hours will apply to the total number of annual hours, unless a Dispatcher elects to attend scheduled training on a day off. With the exception of Regulatory Domestic Recurrent classroom training, Dispatchers who elect to attend scheduled training on a day(s) off will be paid at the applicable rate and hours will count towards overtime accrual.

Intent: Scheduled training applies to classroom training and does not apply to OJT shifts. All OJT shifts are scheduled during his normal work week.

Intent: A Dispatcher will indicate his desire to be scheduled on a day off for classroom training. These requests will be honored as closely as possible in seniority order based on the available training days.

5.B.9

9. All classroom training will be performed on Company time and will be considered as hours of work and will not exceed the scheduled work shift

Intent: Classroom training will be scheduled for no more than eight and one-half (8.5) hours, including breaks.

5.B.10

10. For classroom training events, other than Required Domestic Recurrent Classroom Training, the Company will provide a proportionate number of morning and afternoon classes based on the Dispatchers' time preferences.

- a) The Company will offer options of the following shift preferences for classroom training: D-Days/AM Shifts, A-Afternoons/PM Shifts (M-Midnights, if available).
- b) Preferences will be honored as closely as possible in seniority order.

Intent: Example of a proportionate number of morning and afternoon classes, if 60% of the shift preferences submitted on the schedule bid packets are for AM shifts and 40% for PM shifts, the Company will provide 60% AM classes and 40% PM classes for the total number of classes needed to accommodate the Dispatchers. The Company may schedule additional classes beyond this proportionate number.

- If a Dispatcher does not enter a preference, the Company will attempt to contact the Dispatcher via email. If a Dispatcher does not enter a start time preference, or does not respond to the email, the default preference will be an AM shift.

5.C.3.a

3. Dispatch Trainer duties will include but not be limited to: OJT (to be scheduled no more than seven (7) days per month with no more than three (3) consecutive days in a work week); assist with preparation and instruction of training classes; proactively assist Dispatchers with operational situations; and instruct/support Dispatchers on policies, procedures and technology.
 - a) If a Trainer is not available, the Trainee may be given a “Train at home” day, “Assistant Desk” study time, and/or released from duty with no loss in pay.

Intent: Trainers are encouraged to notify NOC Scheduling when a trade involves an OJT shift.

5.G.2.b

- b) The first day of Regulatory Domestic Recurrent classroom training will be scheduled in the months of January, February, and March (excluding the weeks of Spring Break (not to exceed three (3) weeks)). The Company and the Union will specify the applicable weeks for Spring Break at the beginning of vacation awards for that year.

Intent: February will be considered the default Base Month for all qualified Dispatchers.

5.G.3.d

- d) Dispatchers are considered qualified to work Flag & Class II Operations conducted outside the forty-eight (48) contiguous United States, if they have either worked a Flag Desk containing these types of operations, or have completed a Flag & Class II review, within the preceding ninety (90) calendar days.

Intent: To be qualified to work a Flag shift, the Dispatcher must have:

- Completed Flag & Class II Initial/Recurrent classroom training, as mandated by the FAA
- Completed Flag & Class II Initial/Recurrent Competency Check with a satisfactory result, as mandated by the FAA
- Complied with applicable OPS FAM Flights, as mandated by the FAA
- Worked a Flag & Class II, or ETOPS shift within the preceding ninety (90) days, or successfully completed the SWA Flag quiz.

5.G.4.c

- c) Dispatchers are considered qualified to work ETOPS Operations if they have either worked an ETOPS Desk containing these types of operations, or have completed an ETOPS review, within the preceding ninety (90) calendar days.

Intent: To be qualified to work an ETOPS shift, the Dispatcher must have:

- Completed ETOPS Initial/Recurrent classroom training, as mandated by the FAA
- Completed ETOPS Initial/Recurrent Competency Check with a satisfactory result, as mandated by the FAA
- Complied with applicable OPS FAM, as mandated by the FAA
- Worked an ETOPS shift within the preceding ninety (90) days, or successfully completed the SWA ETOPS quiz.

5.G.5.c

- c) Will be standardized and cover basic dispatch proficiency. Each year the Vice President who has responsibility for Flight Dispatch or his designee will meet with the Union President or his designee to compile a study guide, a list of questions and answers, and references (manuals, training documents, etc.) but is not all inclusive to be used for the Competency Check. The decision for the final list of questions rests with the Company.

Intent: Study guides should be published by December 14.

5.H.1

1. Each Dispatcher will be required to make Domestic OPS FAM consisting of one (1) duty day. The one (1) duty day will be used towards fulfilling the contractual annual workday schedule requirement.

Intent: OPS FAMs will count as hours worked (minimum of eight and one-half [8.5] hours).

Intent: A planned Domestic OPS FAM that requires more than eight and one-half (8.5) hours requires management approval to be paid at the applicable overtime rate for the additional hours.

5.H.2a and 5.H.3a

- a) Flag OPS FAMs will consist of up to three (3) duty days, two (2) of which will be either pulled or paid at the applicable overtime rate, one (1) duty day will be used towards fulfilling the contractual annual workday schedule requirement.
- a) ETOPS OPS FAMs will consist of up to four (4) duty days, three (3) of which will be either pulled or paid at the applicable overtime rate, one (1) duty day will be used towards fulfilling the contractual annual workday schedule requirement.

Intent: No more than one (1) shift will be pulled per day. If a day contains more than one (1) shift per day, the Dispatcher may not utilize that day as a Flag OPS FAM or ETOPS OPS FAM day.

5.H.4

4. OPS FAMs will be considered on Company time and will be considered as hours of work in accordance with this Agreement.

Intent: One (1) OPS FAM day will continue to be considered as a work day and is recognized when calculating maximum annual contractual hours.

5.H.4.b

- b) If a Dispatcher becomes ineligible as defined in the Article 4.A.1, he will be removed from duty without pay until the appropriate OPS FAM is completed.

Intent: The word “regulatory” unintentionally remained in the original draft. This has now been corrected in the CBA to comply with the intent of the negotiation discussions.

Intent: “without pay” does not apply for circumstances which are out of the Dispatcher’s control (e.g., flight cancellations, simulator time cancelled by the Company, Dispatcher on a leave, etc.). Due to such circumstances, the Dispatcher will continue to receive pay. In addition, the Company may pull a shift from the Dispatcher for him to complete his OPS FAM without the requirement of a CT payback for these circumstances.

5.H.6 Jumpseat Priority

6. Dispatchers will be afforded must ride status on the cockpit observation seat for their OPS FAM Flights, including through flights and “same aircraft” flights.
 - a) The flight deck jumpseat priority status for Dispatchers performing an OPS FAM Flight will not be lowered from the status level defined in the Operations Binder as of March 06, 2020.

Intent: The Operations Binder as of March 06, 2020 is located in Appendix D.

5.J. 1-3

Specialized Classification Training

1. Network Superintendent Initial Training will consist of at least three (3) days of classroom and at least three (3) months of line-oriented OJT shifts.
2. Dispatch Specialist Initial Training will consist of at least five (5) days of classroom and at least six (6) months of line-oriented OJT shifts.
3. Dispatch ATC Specialist Initial Training will consist of at least two (2) days of classroom and at least three (3) months of line-oriented OJT shifts.

Intent: This section applies to Initial Training. Requalification Training for Dispatchers returning to a Specialized Classification will be proportionate to the Initial Training and based on the time away from the position and the ability to be signed off for the position.

5.K.3.b.2

2. When possible, training dates will be posted for fourteen (14) calendar days, and Dispatchers may indicate their class preference.

Intent: When regulatory requirements will not allow a minimum of fourteen (14) calendar days, the posting period can be reduced.

Article 6 – Expenses

6. A, B, C

Intent: Dispatchers will submit expense reports for reimbursement of expenses.

6.B.2

2. When a Dispatcher is required to report to a remote location further than his normal Dispatch Center and driving to the remote location is farther than his normal commute by thirty (30) minutes one-way, he will be reimbursed for the additional commute time at his applicable straight time rate.

Intent: The drive time is calculated as “regular” travel time on a normal route (toll routes are not required) and is not intended to include delays due to unusual traffic, accidents, etc. The Dispatcher will provide the necessary documentation in order to receive compensation.

Article 7 – New Hire and Probation

No Meanings and Intent

Article 8 – Upgrading

No Meanings and Intent

Article 9- Vacation and Holidays

9.A.6

6. Bids will be submitted electronically through the Scheduling System.

(Paper bids will be accepted for unique circumstances.)

Intent: No change from past practice of submitting bids via electronic bid sheets and award process until such time a Dispatcher user-friendly process is acceptable to the Union.

9.A.7

7. The Company will post available vacation bid packets for each year not earlier than July 16 and Employees eligible will submit their bids not later than August 1 of that year. The vacation periods will be awarded and posted no later than September 30.

Intent: Dispatchers will have a minimum of two (2) weeks to submit their original vacation bid.

Intent: Once the vacation award process is automated, the September 30th deadline will be reevaluated with a goal of reverting back to September 15th.

9.A.11

11. Each round of bidding will be awarded and posted for the entire classification seniority before a subsequent round is awarded.

Intent: Prior to automation the Company will post Closed/Near Closed updates at the end of the day or at the end of each round (as applicable). Once automated, the Closed/Near Closed updates will be clearly visible to the Dispatchers in a timely manner to allow revisions to be submitted before the next vacation round.

The Company and the Union will work together to determine how the Closed/Near Closed updates will be communicated to the Dispatchers.

9.A.12

12.A single bid consists of one or more consecutive days and will not exceed an Employee's accrued vacation as outlined herein.

Intent: Once the allotments are met for every day during a month, the month will be considered closed. If a month is closed, the dates within that month may not be utilized when submitting consecutive days in a bid. If a Dispatcher can be awarded a day within a month, but other days are closed, the open dates may be utilized when submitting consecutive days in a bid.

9.A.16.c

c) Employees may submit bids for one (1) or more days during the monthly bid. The Dispatcher will submit bids for Floating Vacation Days through the Scheduling System.

Intent: The last sentence was corrected during the implementation discussions to coincide with the current process and the intent of the negotiation discussions. The Dispatcher will normally submit bids for Floating Vacation Days through the Scheduling System. Requests via emails may be accepted for unusual circumstances.

9.A.18

18.The Company will publish available vacation slots for the remainder of the year. An Employee may make a formal request to NOC Scheduling by the 1st of the month to relocate his vacation award or Floating Vacation Day to any day other than the blackout dates listed below. By the 5th of each month, vacation requests for the remainder of the year will be awarded, in seniority order, based on the vacation allotments. For Dispatch Specialists additional allotments may be granted if it can be accommodated without causing any additional costs to the Company.

Intent: This does not prevent the Company from granting vacation days for the current month after vacation awards have been completed for that month.

Article 10 – Insurance and Benefits

No Meanings and Intent

Article 11 – 401k Plan, Profit Sharing and Retirement

11.A.3

3. The Employees will be eligible for matching Company contributions to 401(k)/Roth 401(k) accounts on a dollar-for-dollar basis up to a level of nine and three-tenths (9.3%) percent of the Employee's compensation, with a maximum matching contribution equal to the limits allowed by the Internal Revenue Service.

Intent: If you change your 401K contributions at any point during the calendar year, in which the total dollars contributed meet 9.3% of your annual pay, the Company will match up to 9.3%. This would include taking a very low contribution percentage over the first six (6) months of the year, and increasing your contribution to a very high percentage over the last six (6) months of the year.

Article 12 – Sick Leave, Leaves of Absence and OJI

12.B.3.b.2 and 12.B.3.c.1

...This Dispatcher will be required to pick up a shift from Open Time within one-hundred and twenty (120) days of the missed assignment at no additional pay. If the Dispatcher fails to pick up this shift, the missed assignment will be considered a Leave without Pay (LWOP).

Intent: The Dispatcher will make a good faith effort to pick up a shift from Open Time or, in the event of extenuating circumstances the Director of Dispatch may grant an extension.

12.B.4.d

- d) For a period of Military Leave in excess of thirty (30) days, if a Dispatcher's military pay is less than his pay as a Dispatcher, the Company will allow the Dispatcher to be paid from his Sick Leave accrued hours up to the amount he was earning as a Dispatcher.

Intent: The amount the Dispatcher was earning includes his minimum monthly salary + Override (if applicable).

12.B.5.a

- a) ...The Company will continue health insurance coverage to the Employee for up to one hundred twenty (120) calendar days from the Employee's last paid day, during which time the Employee will be responsible for paying any premium the Employee was paying while in active service. ...

Intent: The last paid day is calculated from the last day the Dispatcher was actively at work as follows: The balance of the Dispatcher's accrued sick leave hours, if any, on the last day actively at work will be divided by 135.3, and the resulting quotient will be multiplied by 30 to determine the number of additional days attributable to the Dispatcher's accrued sick leave hours. That number of days (with standard rounding) and the number of remaining vacation days will be added to the Dispatcher's last actively worked day in order to determine the "artificial last paid day". Normal insurance premiums will continue during this time and for one hundred twenty (120) calendar days after the artificial last paid day. Thereafter, if elected by the Dispatcher, COBRA premiums will become effective to continue insurance coverage during the COBRA period.

EXAMPLE CALCULATION OF LAST PAID DAY AND HEALTH INSURANCE COVERAGE

Dispatcher with sick leave balance of 500 hours and ten (10) days accrued vacation whose last day actively at work is April 5th. His artificial last paid day

would be August 4th, and his normal insurance premiums would continue through December 2nd. COBRA payments would become effective on December 3rd.

- Initial sick leave balance = 500 hours
- Sick hours converted to days = 500 divided by 135.3 = 3.69 months, multiplied by 30 = 110.7 days (rounded to 111 days)
- Accrued sick leave + vacation time = (111 days) + (10 days) = 121 days
- Artificial Last Paid Day = August 4th (121 days from April 5th)
- Last day of normal insurance coverage/premiums = December 2nd (120 days from August 4th)

Intent: The last paid day calculation does not require the Dispatcher to utilize a Sick Leave day or a vacation day for each scheduled day. However, delayed utilization of the Sick Leave or vacation pay will not change the Artificial Last Day Paid during the leave.

12.B.5.a.1

- 1) Pay Scale Step plus twenty percent (20%) is the income used to calculate Long-Term Disability, Life Insurance, and Accidental Death and Dismemberment (AD&D) benefits.

Intent: Dispatchers may choose to adjust the level of coverage for the year the CBA is ratified, no later than ninety (90) days after the date of ratification.

12.B.5.b

5. Medical Leave of Absence

- b) An Employee on Medical Leave will continue to accrue seniority for all purposes for four (4) years, unless extended by mutual consent of the Company and the Union. The Employee may not take Sick Leave or vacation accrued during the period of the leave until after the Employee returns to active service.

Intent 1: A Dispatcher is on Leave for one (1) calendar year: If a Dispatcher is on a Medical Leave for the entire calendar year (from Jan 1 - Dec 31) but was

active for any portion of the prior year, he will receive vacation pay for his original vacation award or for the date of an awarded vacation change.

Intent 2: A Dispatcher is on Leave for one (1) calendar year: If a Dispatcher is on a Medical Leave for the entire calendar year (from Jan 1 - Dec 31) but returns to active service following year, he will receive vacation pay for his original vacation award or for the date of an awarded vacation change. If he is unable to utilize his vacation once he returns, he will be paid for his unused vacation days on the last pay period of that current year (i.e., January 5th paycheck).

Intent 3: A Dispatcher is on Leave for two (2) consecutive years: If a Dispatcher is on a Medical Leave for the entire calendar year (e.g. Jan 1, 2024 - Dec 31, 2024) and was NOT active for any portion of the prior year (Jan 1, 2023 – Dec 31, 2023), he will be paid for his 2024 vacation days on the last pay period of that current year (i.e., January 5, 2025 paycheck).

- If a Dispatcher is on a medical leave for 2 consecutive years and during the medical leave the Dispatcher's longevity allows for an additional week of vacation, the additional vacation may not be used until the Dispatcher returns to active service. In addition, he will not be paid at the end of the year for the additional week, unless he returns to active service.

Intent 4: A Dispatcher who is not able to utilize his vacation, will not bid with his classification. However, once he returns, he will submit his vacation bid for the remainder of the year. He will be awarded days based on his ability to hold the award as if he had bid during the vacation rounds. (Similar to ExTO process). If he bids his vacations with his classification, he will be paid according to his original vacation award or for the date of an awarded vacation change.

12.B.5.c.1.a

- (a) Post-Maternity Leave of Absence: In the absence of a medical incapacitation, Employees may request, and upon approval, receive up to an additional ninety (90) calendar days of post-maternity leave of absence without losing her seniority or insurance coverage. The Dispatcher has the option to use her Sick Leave, accrued vacation or unpaid leave during the Post-Maternity Leave.

Intent: If granted, the leave will begin no more than thirty (30) days following the completion of her maternity leave.

12.B.8.a

8. Union Shift Pull

- a) Subject to the requirements of service..., Dispatchers on Union business will be allowed to have their shift pulled. The pull sheet will be submitted by the Union President and processed upon receipt....

Intent: “Subject to the requirements of service,” ...as long as the shift can be covered without invoking the Junior Available process. If the Company has to utilize the move-up and/or move over process when the pulled shift is being covered, the Union will reevaluate the request. If the pull is still required, then the Union will reimburse the Company as outlined in Article 21.

12.B.8.b

- b) Subject to the requirements of service, Dispatchers that have Time Owed for previous Union business, will be allowed to have a shift of their choice pulled. The pull sheet will be submitted by the Union President and processed upon receipt....

Intent: The Dispatcher will not be considered “eligible” during the overtime award process for the same shift that was removed for the Time Owed. If a Dispatcher is awarded the same shift, the Time Owed will be void and the shift reverts back to his scheduled shift.

12.B.9

9. Critical Incident Leave of Absence

- a) The Dispatcher actively exercising operational control will be placed on a minimum of seven (7) calendar days of paid leave of absence for critical aircraft incidents such as hijacking, sabotage, or other aircraft incidents deemed by the Vice President who has responsibility for Flight Dispatch or Director of Operations to be of a serious nature.

Intent: If the Company places a Dispatcher on Critical Incident Leave, the Dispatcher may not decline the leave, nor can the Dispatcher work overtime while on leave.

12.C.6

6. An Employee on an On-the-Job Injury Leave will continue to accrue seniority for all purposes for the term of the leave. Sick Leave and vacation accrual will continue provided that the Employee may not take Sick Leave or vacation accrued during the period of the leave until after the Employee returns to active service.

Intent: If the leave is extended with the use of other leaves in Article 12, seniority accrual for all purposes will correspond with the leave(s) being used.

Article 13 – Seniority

13.A.2.a and B.3

A.2.a) Once permanently assigned as a Flight Dispatcher, his original date of hire as an Assistant Dispatcher will be the date used for the Dispatch Master Seniority List.

B.3 All Dispatchers' Master Seniority will begin to accrue on the date of permanent assignment as a Flight Dispatcher and will apply to other classification positions (i.e., Network Superintendent, Dispatch ATC Specialist, and Dispatch Specialist) on their date of permanent assignment to duty in that classification.

Intent: When an Assistant Dispatcher is hired, he is placed on the Assistant Dispatcher Classification Seniority List (not the Dispatch Master Seniority List). Once assigned as a Flight Dispatcher:

- He is then added to the Flight Dispatcher Classification Seniority List using his actual assigned/effective date as Flight Dispatcher.

- He is then added to the Dispatch Master Seniority List using his Dispatch date of hire, which is the same as his Assistant Dispatcher Classification Seniority date.

13.A.2.b

- b) Assistant Dispatchers will be considered vested on the Master Seniority List for the purpose of Seniority Integration in the event of any future merger or acquisition.

Intent: Vest: To provide an immediate, fixed right where before the employee had only an expectation.

Article 14 – Loss of Seniority

14.A.2.a

- a) An Employee working as the ASAP Manager as defined in the ASAP Memo of Understanding, which is directly related to the dispatch function, will be required to comply with all the provisions outlined in Article 15 in order to remain on the Dispatch Master Seniority List. This Employee may report to departments other than the NOC.

Intent: This exception is limited to the ASAP manager as defined in the ASAP Memo of Understanding regardless of his Southwest Airlines title. However, this person must be directly related to the dispatch function portion of the program and does not apply to a Southwest Airlines Director level position or higher.

Article 15 – Selection to Management

15.C.1

C. Maintaining Management Proficiency

1. An eligible member of Dispatch Management may replace a Dispatcher on his regularly scheduled shift in order to maintain Classification proficiency. The displaced Dispatcher will be paid as though he worked the shift.

Intent: Management who hold Dispatch seniority will maintain proficiency. This includes but is not limited to Chiefs and Managers of Training and Standards (e.g., Chief of Dispatch, Manager of Safety and ASAP, Standards and Training Management, and Managers of Dispatch Operations, will work a full Flight Dispatcher shift; Chief of Network will work a full SOD shift; Chief of ATC will work a full ATC Specialist shift; etc.).

15.C.1.a.4

- 4) An eligible member of Dispatch Management may work additional shifts for proficiency and qualifications in a classification outside of his primary oversight if qualified.

Intent: The same procedures will apply when maintaining proficiency beyond the classification and timelines provided. Examples include:

1. A Chief of Network, who additionally remains qualified as a Flight Dispatcher
2. A Chief completes proficiency every (90) days, however the Company may require a Chief to work additional shifts more frequently than every ninety (90) days (e.g., once a month).

15.D.1

D. Expired Proficiency

1. If a member of Dispatch Management has not worked a regulatory shift for a period of ninety (90) calendar days or more, he will be required to be retrained to meet the eligibility requirements as defined in the Hours and Conditions of Work Article.

Intent: Intent is for Dispatch Management to stay proficient. These guidelines are for unexpected incidents of expired proficiency such as extended sick leave or other leaves of absence. Dispatch Management will be restored to proficiency in the same manner a Flight Dispatcher is restored to proficiency.

Article 16 – Filling Vacancies

16.B.4.b.1

- 1) The junior Employee may not bid out of the position for a period of eighteen (18) months.

Intent: A period of eighteen (18) months is calculated from the date he begins training in that classification.

16.B.4.b.2

- 2) The Company may repost the position before the end of the eighteen (18) months. If the position is awarded the junior Employee may return to his original classification.

Intent: Once the awarded replacement Employee completes the classification training, the junior assigned Employee may return to his original classification.

Article 17 – Reduction in Force, Furlough and Recall

17.A.2

2. The Company will meet and consult with the Union concerning possible adjustments to provisions of this Agreement that may avoid or mitigate the effects of a reduction in force by offering voluntary early retirement and/or severance packages. If made to a specific classification of Dispatchers, any offer will be made based on seniority order from the Dispatch Master Seniority list. The Company will notify, meet and consult with the Union President prior to making any offer pursuant to this paragraph.

Intent: During extreme crisis (e.g. Covid-19), the Company will consult with the Union President or his designee concerning possible adjustments to this Agreement that may avoid or mitigate the effects of a reduction in force, as long as the conditions of this Agreement are followed as closely as possible. Any loss of contractual pay or increase in contractual days worked will require a Membership vote.

Article 18 – Furlough Pay

18.A.2

2. A furloughed Dispatcher will be compensated for any earned and accrued vacation that is unused as of the date of furlough.

Intent: At the request of the Dispatcher, the vacation pay may be deferred to a later date, and/or he may choose to retain the vacation time for the possibility of recall to be taken at a later date in the applicable year in accordance with Article 9, section A. Any vacation not taken in the calendar year will be paid to the Dispatcher in accordance with Article 9, section A.

Article 19 - Attendance at Hearings or Investigations

19.A.3.b

- b) The Dispatcher will be eligible to return to scheduled duty at the conclusion of a minimum of ten (10) hours of rest beginning at 1700 central on the day of notification. A Dispatcher must have a minimum of eight (8) hours of rest prior to picking up a regulatory shift.

Intent: Trades, Overtime and OPS FAM Flights which are regulatory in nature only require eight (8) hours of rest.

Article 20 – Grievance Procedures

Intent: TWU 550 will set up a grievance form to ensure it is sent to the appropriate Union and Company representatives or designees.

Intent: For timelines, the clock starts on the day after the matter being grieved is discovered, filed, or a grievance response received.

Article 21 – General

21.B.2

2. When the Company requests a Union Representative(s) to be present for a meeting, he will be compensated by the Company for attending such meeting.

Intent: The Union day will be reconciled between the Company and the Union Treasurer and will be deducted from the monthly balance owed to the Company.

21.D.5

5. The Company will provide each Dispatcher with a Beneficiary Designation Form. Each Dispatcher will submit such designation form to the designated Company official within sixty (60) days of receipt of the form.

Intent: *Business days* / To ensure the appropriate and timely distribution of benefits covered by this Section of the CBA, Dispatchers are encouraged to submit their Beneficiary Designation Form within the sixty (60) days allocated. Forms submitted beyond the 60-day timeframe will be accepted by the Company. Benefits for Dispatchers who have not submitted their Beneficiary Designation Form will be held in trust for the Dispatcher until his status has been legally determined.

Article 22 – Union Security

22.A.3

3. Assignment and Authorization for Check-Off of Union dues:

Intent: Percent of base pay for Union dues includes the Dispatcher's Pay Scale Step + Longevity.

Article 23 – Savings Clause

No Meanings and Intent

Article 24 – Definitions

Intent: Flag/ETOPS – During Section 6 negotiations “international” was replaced by “Flag/ETOPS”, however there is no change in intent. International and/or Flag/ETOPS refers to any flight operated outside the forty-eight (48) contiguous United States.

Letter of Agreement: Schedule Guidelines

The Union and the Company will continue to work together to define processes as new schedule concepts are implemented.

LoA: B.1 Overlap pulls

1. The Company may pull shifts from a Dispatcher’s January or February schedule to provide a minimum two (2) days off for pattern disruption involving the annual overlap period.

Intent: Overlap pulls guarantee no more than five (5) consecutive days of work and a minimum two (2) days off for pattern disruption. However, if the first or last day of the week is a Regulatory Domestic Recurrent classroom training day, the Dispatcher will be scheduled no more than six (6) consecutive days of work.

LoA C.2

2. The Company will assign Regulatory Domestic Recurrent (RDR) classroom training days as part of the annual bid. The training will be in conjunction with a Dispatcher’s workdays.

Intent: The number of day/afternoon RDR training classes used for building the schedule is based on historical/current training preferences. Day lines will be assigned Day/AM RDR classes. Some of the Afternoon/PM, Midnight and Relief lines will be assigned Day/AM RDR classes and some of the Afternoon/PM, Midnight and Relief lines will be assigned Afternoon/PM RDR classes. (If

Midnight RDRs are offered, Midnight lines and some Relief lines may be scheduled with Midnight RDR classes based on Dispatcher preferences).

Intent: If a Dispatcher is unable to attend a RDR due to illness, the RDR will be removed from the Dispatcher's schedule and hours will not be deducted from his Sick Leave Bank for the classroom day. The Dispatcher will be rescheduled for RDR in conjunction with his work rotation or removed from a day of work to attend class, or he may attend another RDR class on his day off. If removed from a day of work the Dispatcher is required to pick up a shift at no additional compensation to the yearly annual hours' requirement.

LoA F.2 – Building, Posting and Maintaining Monthly Schedule

2. The Company may schedule a Dispatcher selected as a Subject Matter Expert, for a Special Project shift during the building of Monthly schedules.

Intent: A Special Project assignment may replace a desk assignment within a Dispatcher's normal work week when building the Monthly schedules (with the schedule posted ninety (90) days in advance or the schedule posted on the 15th of the month).

Intent: If the Special Project work is cancelled prior to the meeting day, the Company may replace the Special Project shift with the Dispatchers original shift or an XX shift. Line holders with an XX shift will only be assigned an XX shift with their original start time and the shift start time will not be changed. Line-holders will be given a shift prior to a Relief Dispatcher.

Intent: Once the Schedule is posted a Dispatcher may use Company Trades to align his schedule with the business needs and allow for a balanced schedule and time off. These Company Trades are not part of the annual allotment.

LoA G.1 – Relief position calculations

1. The number of positions for Network Superintendents, Dispatch ATC Specialists and Flight Dispatchers will be calculated using the total vacation allotment for the classification, divided by 203 days, rounded up to the next whole number. If required, the number of Relief positions may be increased by an additional ten (10%) percent of the calculated allotment.

Intent: The number of Relief positions may be increased due to special circumstance with mutual agreement from the Company and the Union Board. The Union and the Company have reevaluated the Relief position calculations for the schedule re-bid of 2023 and the 2024 schedule bid. As a result, the calculation will be changed to no more than twenty (20%) percent of each classification for the remainder of 2023, and no more than fifteen (15%) percent for 2024. Beginning with the 2025 bid, the calculation will revert to the agreed-to LOA G.1 language, but may be further adjusted with mutual agreement between the Company and the Union Board. Should the Overtime shift percentage drop below ten (10%) percent on average over any given quarter in 2023 and 2024, the Company and Union will meet and adjust the number of Relief positions. (A quarter is defined as January-March, April-June, July-September, and October-December.)

LoA G.2

2. A Dispatcher may change his start time preferences by the 5th of the month. Requests will become effective for the next schedule that has not been posted. The new preferences will be applied to future assignments to the extent possible. However, shifts that have already been assigned will not be changed.

Intent: Preferences refer to start times and the option to reduce scheduled rest between scheduled shifts within FAR limits.

LoA I.2

2. Each day's shift(s) will be awarded for all start times in chronological order, beginning with AM shifts for the ETOPS desk; then Flag desks; then Domestic desks before continuing to the next day, when applicable.

Intent: The award order begins with the AM shifts, ETOPS, then Flag, then Domestic; followed by PM shifts ETOPS, then Flag, then Domestic; followed by midnight shifts, ETOPS, then Flag, then Domestic. The Company and the Union Board will periodically review the callout order to ensure the overtime process is effective.

LoA J.2

2. The shift times (Day, Afternoon, Midnight) and desk assignments for a Trainee may be adjusted with a minimum of twenty-four (24) hours' notice, to ensure he is scheduled with an available Dispatch Trainer (due to Dispatch Trainer sick calls, trades, equalization, projects, etc.).

Intent: Personal conflicts due to last minute schedule changes will be addressed on a case-by-case basis. The Company may change a Train-at-home (ITRN) day to an "Assistant Desk" study time or an OJT shift with seven (7) days' notice.

LoA J.3.a

- a) The Company will call the Trainee and send written notification of the change. Verbal communication may be in person or by phone call. Written notification of change can be via email and will include date and time of verbal notification. (A Dispatcher should not be required to check emails or monitor calls from Dispatch on his time off.) If management is unable to confirm the Trainee can work the shift, the shift will not be changed.

Intent: Until we have an automated notification scheduling system, the Company will call the Trainee if his schedule is changed, and he is not scheduled to work another shift prior to the change. Example: The Trainee is working on the 17th-21st and 25th-29th and his schedule for the 25th changes.

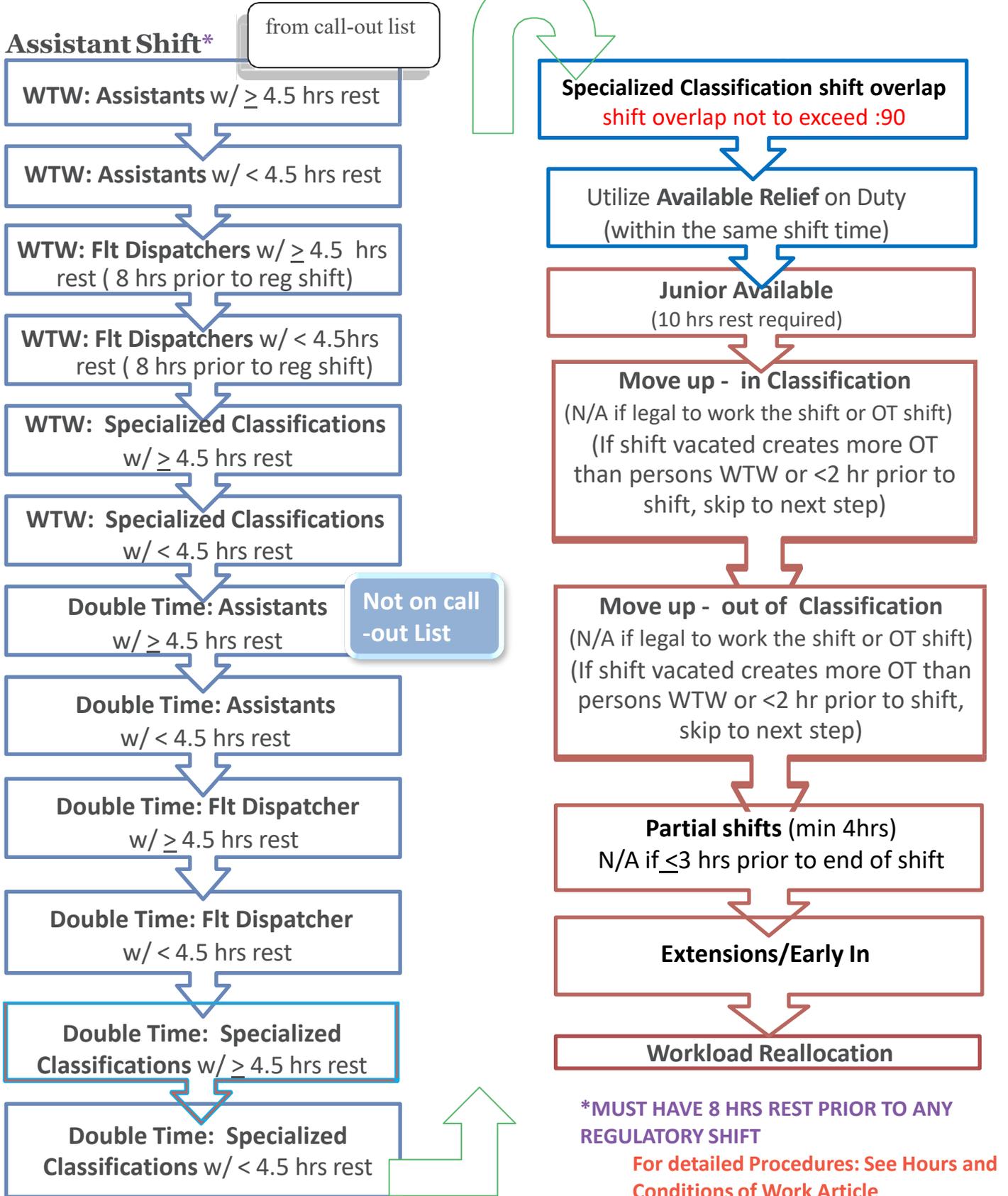
- If the change is made on or before the 20th – no call required. The Trainee is scheduled to work on the 21st, therefore only an email is needed.
- If the change is made on or after the 21st – the Company will email and call the Trainee. The Trainee is not scheduled to work again prior to the change; therefore, an email and phone call are needed.

LoA K.2.a Desk Parameters

Intent: Domestic Desk workload parameters will not exceed a daily average of 70 flights per desk or 160 block hours per desk until Flight Keys (or equivalent) is fully implemented.

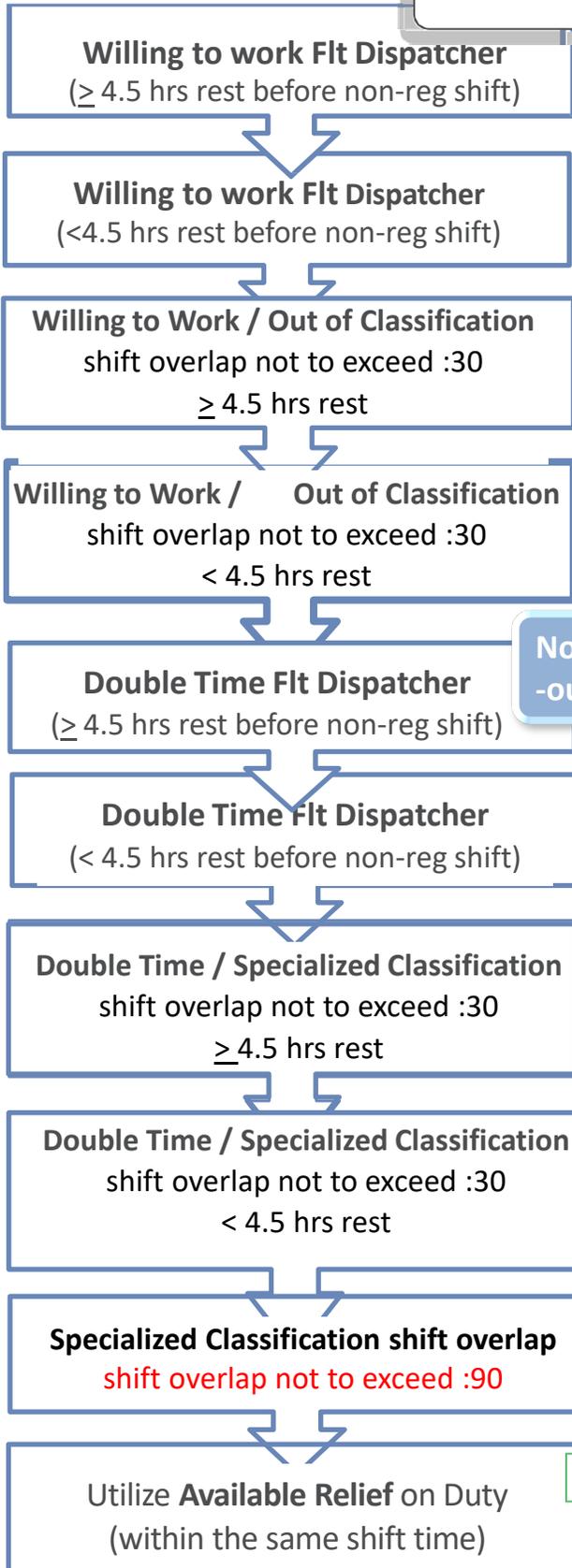
Appendix A

Quick Reference: Overtime Selection Charts



Flt Dispatcher Shift*

from call-out list



Not on call-out List

Move qualified Flt Dispatcher from Assistant Desk

Cover open Asst Shift with OT Selection

Junior Available (10 hrs rest required)

Move up - in Classification (N/A if legal to work the shift or OT shift) (If shift vacated creates more OT than persons WTW or <2 hr prior to shift, skip to next step)

Move up - out of Classification (N/A if legal to work the shift or OT shift) (If shift vacated creates more OT than persons WTW or <2 hrs prior to shift, skip to next step)

Move over - In Classification (Domestic to Flag/ETOPS Only) N/A if OT shift <2 hrs prior to shift start, skip to next

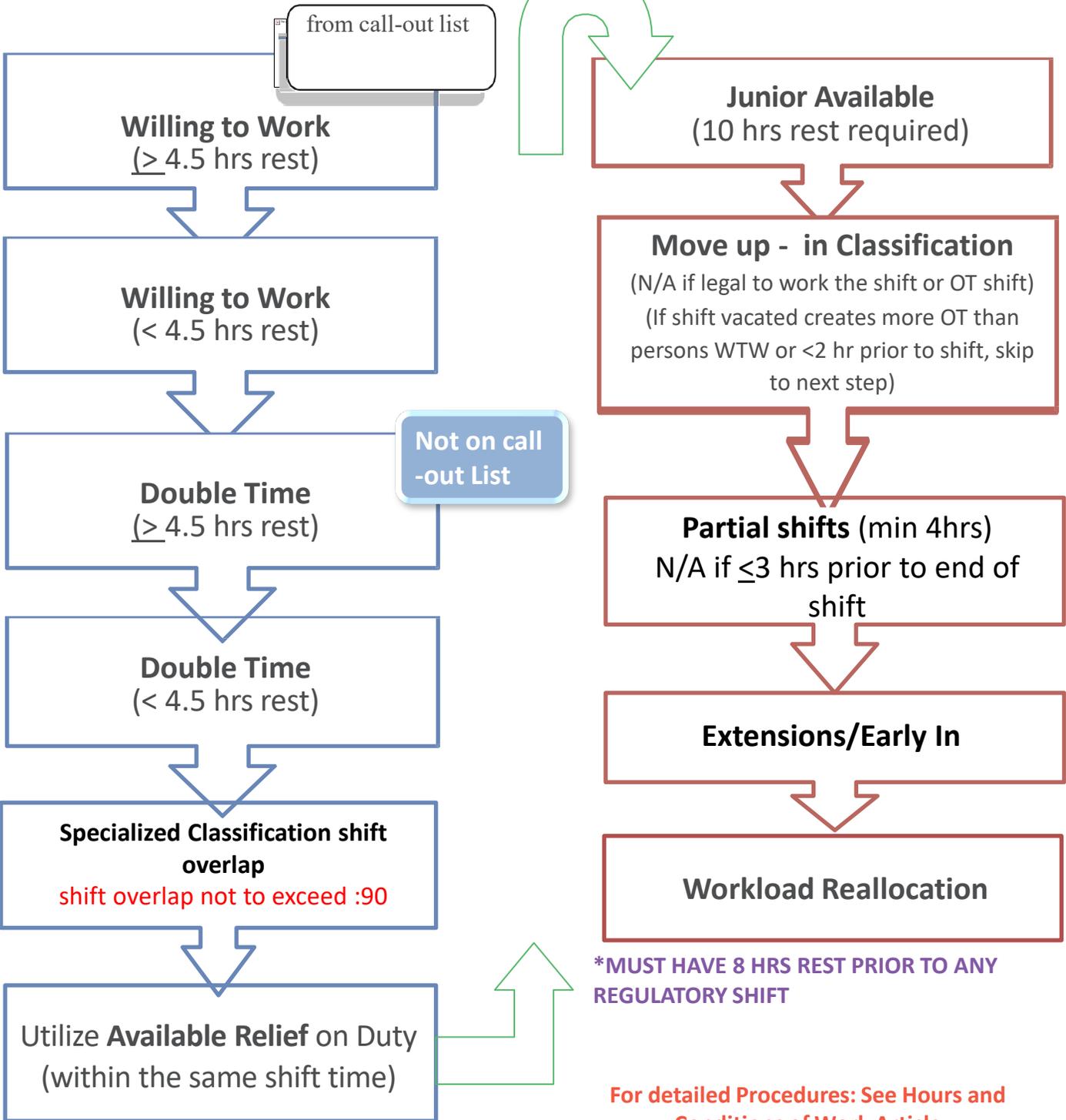
Partial shifts (min 4hrs) N/A if ≤3 hrs prior to end of shift

Extensions/Early In

Flight Reallocation

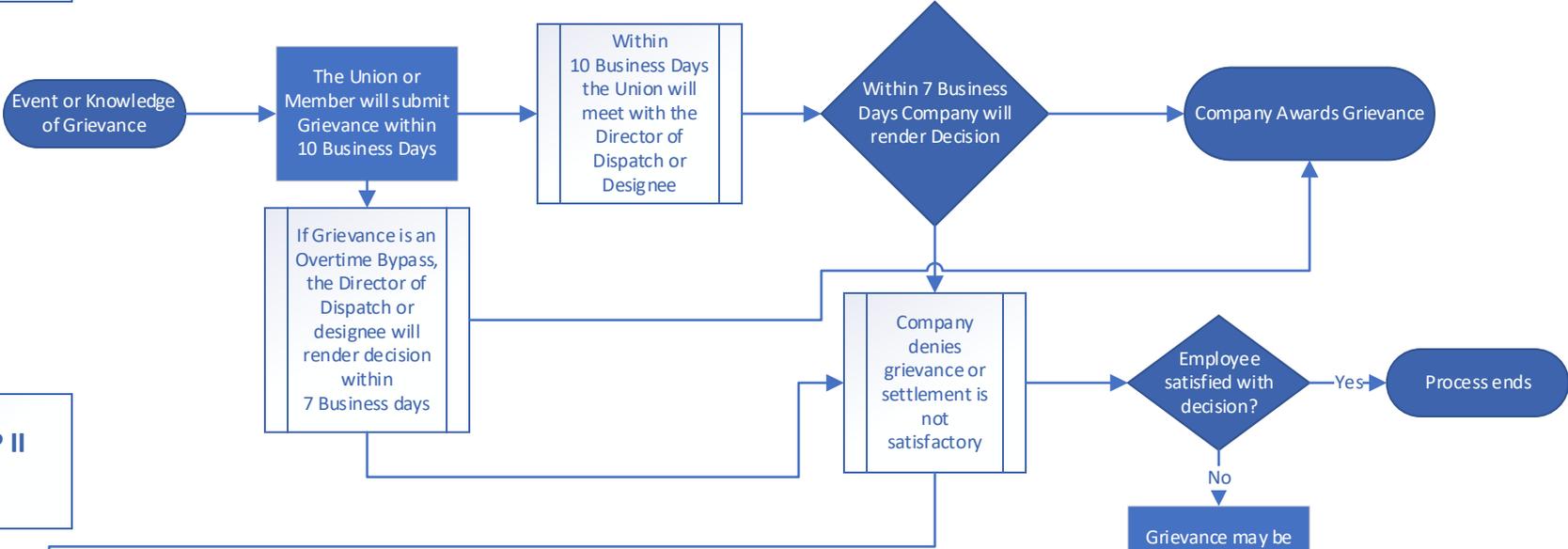
*MUST HAVE 8 HRS REST PRIOR TO ANY REGULATORY SHIFT

Specialized Classification Shift*

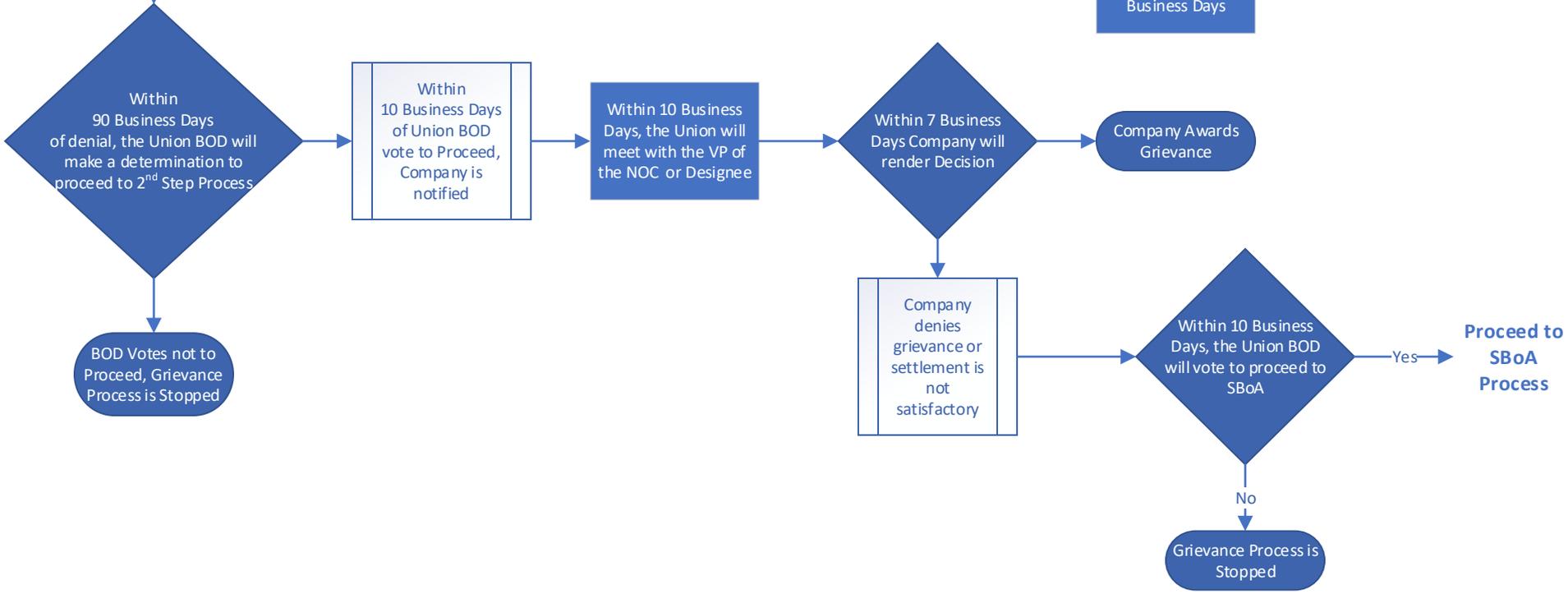


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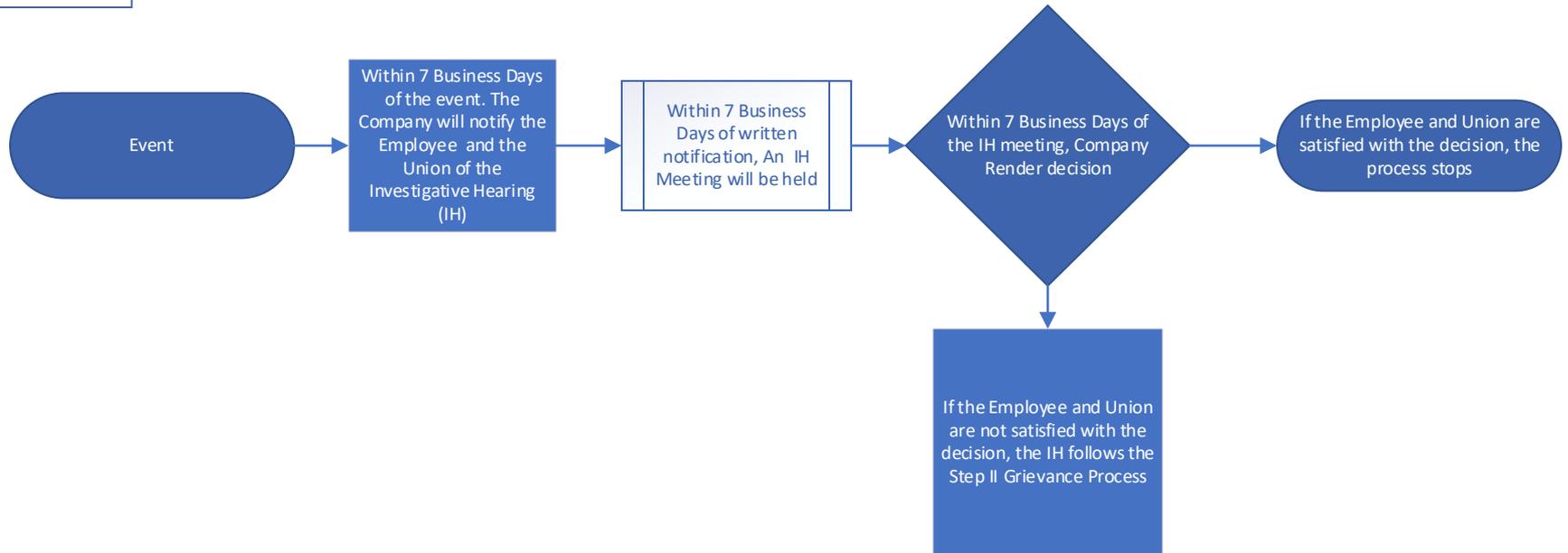
Grievance STEP I Process



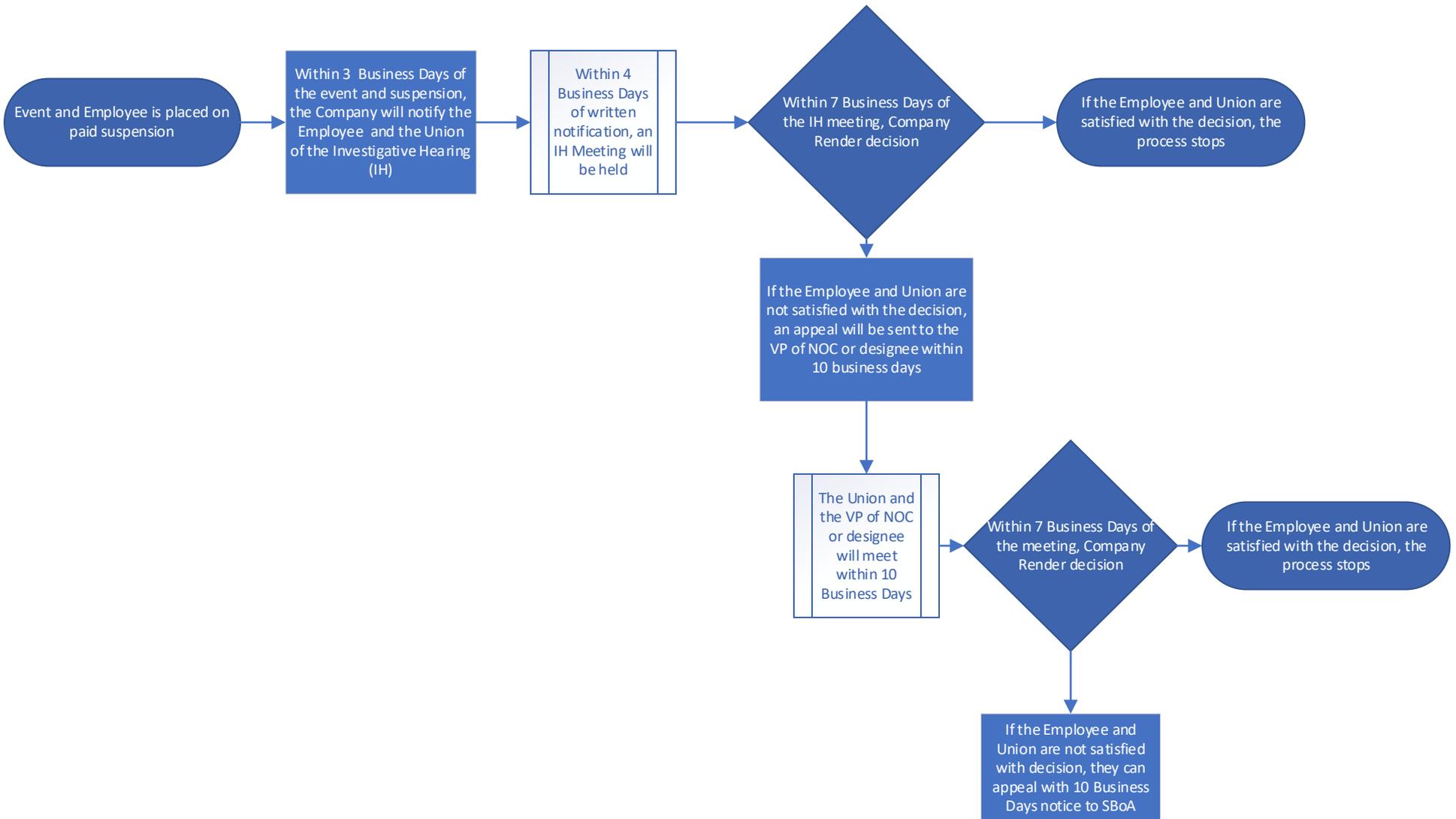
Grievance STEP II Process



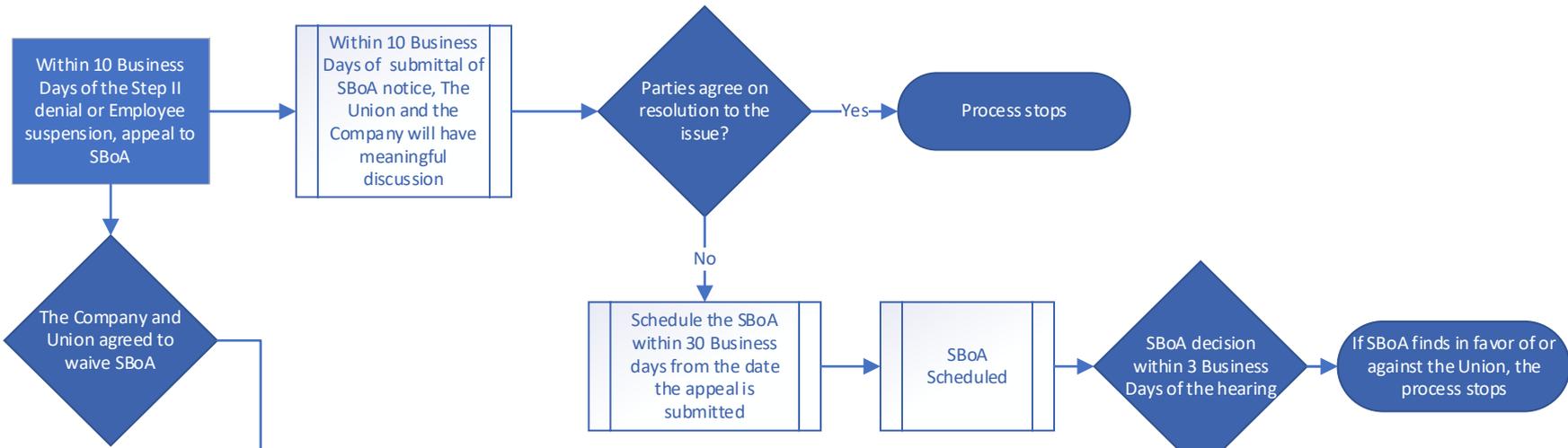
Investigative Hearing without Suspension



Investigative Hearing with Suspension



System Board of Adjustment



Arbitration



Expedited Arbitration



B050 . Authorized Areas of En Route Operations, Limitations, and Provisions **HQ Control: 09/12/1997**
HQ Revision: 020

a. The certificate holder is authorized to conduct en route operations in the areas of en route operation specified in this paragraph. The certificate holder shall conduct all en route operations in accordance with the provisions of the paragraphs referenced for each area of en route operation. The certificate holder shall not conduct any en route operation under these operations specifications unless those operations are conducted within the areas of en route operation authorized by this paragraph.

Authorized Areas of En Route Operation	Reference Paragraphs	Note Reference#
Atlantic Ocean - WATRS - The North Atlantic Ocean West of the Western Boundary of NAT/HLA to include the San Juan CTA/FIR and the Atlantic portion of the Miami Oceanic CTA	A030, B031, B032, B034, B046	
Canada - Excluding Canadian MNPS airspace - Over Flight: Canada	A030, B031, B032, B034, B046	
Caribbean Sea - Including the islands/nations and the Havana FIR - Including: Cuba	A030, B031, B032, B034, B046	2
Central America	A030, B031, B032, B034, B046, B450	
Gulf of Mexico	A030, B031, B032, B034, B036, B046	
Mexico - Including: Mexico	A030, B031, B032, B034, B046, B450	
Pacific Ocean - The Central and South Pacific Ocean	B031, B032, B036, B037, B046, B342	1
USA - The 48 contiguous United States and the District of Columbia - Including: United States	A030, B031, B032, B034, B035, B046	
USA - The State of Hawaii	B031, B032, B034, B035, B046, B342	1

b. The certificate holder shall conduct all en route operations in accordance with the following limitations, provisions, and special requirements referenced numerically for each area of en route operation listed in subparagraph a. above.

Note Reference #	Limitations Provisions and Special Requirements
1	ETOPS Limited to B-737-800 with CFM56-7B27 engines and B-737-8 with LEAP-1B engines only. ETOPS operations limited to the Central East Pacific Geographic Area of Operations for Flights between the continental United States and the State of Hawaii.
2	SATCOM or HF required for flights to/from Cuba.

-
1. The Certificate Holder applies for the Operations in this paragraph.
 2. These Operations Specifications are approved by direction of the Administrator.



Digitally signed by Michael L Costa, Principal Operations Inspector (SW29)
[1] EFFECTIVE DATE: 5/12/2021, [2] AMENDMENT #: 19
DATE: 2021.05.12 15:48:10 -05:00

3. I hereby accept and receive the Operations Specifications in this paragraph.

Digitally signed by James J Stieve, Senior Manager Regulatory Programs &
Compliance
[1] SUPPORT INFO: Revised to remove temporary authorization for B-737-8
ETOPS validation flights. Phase 5 approval received.
DATE: 2021.05.06 08:00:24 -05:00

Flight Deck Jumpseat Priority

Reference: *Ops Binder: 2.4.2 Flight Deck Jumpseat Priority*

Revised: 03/06/2020

[14 CFR Part 121.547][14 CFR Part 121.548][14 CFR Part 121.548(a)][14 CFR Part 121.550][14 CFR Part 121.581]

Table 2.1 Jumpseat Priority for Domestic Operations and Table 2.2 Jumpseat Category and Priority for International Flights list flight deck jumpseat access priority from highest to lowest. A Southwest Airlines Pilot who is traveling on a space available basis shall have priority on the jumpseat over any other Company or non-Company personnel traveling on a space available basis.

There are two categories of Flight Deck Jumpseat Observers: must ride and space available. Individuals traveling as priorities 1 through 4 on the following list are considered must ride status. Individuals traveling as priorities 5 through 7 or 8 are considered space available. Priority within a category is on a first-come, first-served basis.

All required items in the jumpseat priority tables must be verified by the Flight Deck Crew.

Table 2.1 Jumpseat Priority for Domestic Operations

Priority	Individual	Items for Pilot Verification	Cabin Seat Required
1 Must Ride	FAA Aviation Safety Inspector (ASI)	FAA Form 110A Jumpseat Validation card states "APPROVED FOR FLIGHT DECK" FAA Form 110A states "Aviation Safety Inspector" If metal badge presented, number matches Form 110A and is four digits	No
	NTSB Investigator	NTSB Form 1660.2 and NTSB Form 7000-5 Jumpseat Validation card states "APPROVED FOR FLIGHT DECK"	No
	DOD Commercial Air Carrier Evaluator	S&A Form 110B, or FAA Form 8430-6 and have a seat available in the cabin (blocked) Jumpseat Validation card states "APPROVED FOR FLIGHT DECK"	No (if have S&A Form 110B)
	Secret Service Agent (assigned the duty of protecting a Passenger onboard the aircraft)	Secret Service Credentials Jumpseat Validation card states "APPROVED FOR FLIGHT DECK"	Yes
2 Must Ride	Must Ride Southwest Airlines Flight Crew Member	Jumpseat Validation card states "APPROVED FOR FLIGHT DECK" Employee name and number on Jumpseat Validation card match Southwest Airlines Employee ID	No

Priority	Individual	Items for Pilot Verification	Cabin Seat Required
3 Must Ride	Southwest Airlines Check Airman and Southwest Airlines Company Officer/Company Personnel (with flight deck jumpseat authorization) on Company business	Jumpseat Validation card states "APPROVED FOR FLIGHT DECK" Employee name and number on Jumpseat Validation card match Southwest Airlines Employee ID	No
4 Must Ride	Southwest Airlines Dispatcher on route qualifications	Jumpseat Validation card states "APPROVED FOR FLIGHT DECK" Employee name and number on Jumpseat Validation card match Southwest Airlines Employee ID	No
5 Space Available	Authorized Southwest Airlines Flight Operations Pilot	Jumpseat Validation card states "APPROVED FOR FLIGHT DECK" Employee name and number on Jumpseat Validation card match Southwest Airlines Employee ID	No
6 Space Available	Authorized Southwest Airlines Flight Dispatch, NOC, Flight Operations Instructors (<i>Operations</i> listed as department), and other Flight Operations personnel	Jumpseat Validation card states "APPROVED FOR FLIGHT DECK" Employee name and number on Jumpseat Validation card match Southwest Airlines Employee ID	No
7 Space Available	Other authorized Southwest Airlines personnel (e.g., Maintenance personnel, Station Leaders, Directors with flight deck jumpseat authorization) not on Company business	Jumpseat Validation card states "APPROVED FOR FLIGHT DECK" Employee name and number on Jumpseat Validation card match Southwest Airlines Employee ID	No

Priority	Individual	Items for Pilot Verification	Cabin Seat Required
8 Space Available	OAL Pilot/Dispatcher with reciprocal agreement	Jumpseat Validation card states "APPROVED FOR FLIGHT DECK" Employee name and number on Jumpseat Validation card match Employee ID Company name on Jumpseat Validation card matches company-issued ID FAA Certificate, FAA medical (Pilots only), and valid Passport (Passport not required if requesting cabin-only access) Passport number is not required on Jumpseat Validation card for domestic jumpseat riders	No
	Other Federal employee (e.g., FBI agent, other DOD agent)	FAA Form 8430-6 and Southwest Airlines Flight Operations Letter of Authorization Jumpseat Validation card states "APPROVED FOR FLIGHT DECK"	Yes
	FAA Air Traffic Controller	FAA Form 3120-37, FAA Form 3120-38, and FAA Form 3120-39 Jumpseat Validation card states "APPROVED FOR FLIGHT DECK" FAA PIV Badge	No
	Authorized non-Southwest Airlines personnel (e.g., Boeing)	FAA Form 8430-6 and Southwest Airlines Flight Operations Letter of Authorization Jumpseat Validation card states "APPROVED FOR FLIGHT DECK"	No

Table 2.2 Jumpseat Category and Priority for International Flights

Priority	Individual	Items for Pilot Verification	Cabin Seat Required
1 Must Ride	FAA Aviation Safety Inspector (ASI)	FAA Form 110A Jumpseat Validation card states "APPROVED FOR FLIGHT DECK" FAA Form 110A states "Aviation Safety Inspector" If metal badge presented, number matches Form 110A and is four digits	No
	NTSB Investigator	NTSB Form 1660.2 and NTSB Form 7000-5 Jumpseat Validation card states "APPROVED FOR FLIGHT DECK"	No
	DOD Commercial Air Carrier Evaluator	S&A Form 110B, or FAA Form 8430-6 and have a seat available in the cabin (blocked) Jumpseat Validation card states "APPROVED FOR FLIGHT DECK"	No (if have S&A Form 110B)
	Secret Service Agent (assigned the duty of protecting a Passenger onboard the aircraft)	Secret Service Credentials Jumpseat Validation card states "APPROVED FOR FLIGHT DECK"	Yes
2 Must Ride	Must Ride Southwest Airlines Flight Crew Member	Jumpseat Validation card states "APPROVED FOR FLIGHT DECK" Employee name and number on Jumpseat Validation card match Southwest Airlines Employee ID	No

Priority	Individual	Items for Pilot Verification	Cabin Seat Required
3 Must Ride	Southwest Airlines Check Airman	Jumpseat Validation card states "APPROVED FOR FLIGHT DECK" Employee name and number on Jumpseat Validation card match Southwest Airlines Employee ID	No
4 Must Ride	Southwest Airlines Dispatcher on route qualifications	Jumpseat Validation card states "APPROVED FOR FLIGHT DECK" Employee name and number on Jumpseat Validation card match Southwest Airlines Employee ID	No
5 Space Available	Authorized Southwest Airlines Flight Operations Pilot	Jumpseat Validation card states "APPROVED FOR FLIGHT DECK" Employee name and number on Jumpseat Validation card match Southwest Airlines Employee ID	No
6 Space Available	Authorized Southwest Airlines Flight Dispatch, NOC, Flight Operations Instructors (Operations listed as department), and other Flight Operations personnel	Jumpseat Validation card states "APPROVED FOR FLIGHT DECK" Employee name and number on Jumpseat Validation card match Southwest Airlines Employee ID	No

Priority	Individual	Items for Pilot Verification	Cabin Seat Required
7 Space Available	OAL Pilot/Dispatcher with reciprocal agreement	Jumpseat Validation card states "APPROVED FOR FLIGHT DECK" Employee name and number on Jumpseat Validation card match Employee ID Company name on Jumpseat Validation card matches company-issued ID FAA Certificate, FAA medical, and passport valid Passport number printed on Jumpseat Validation card matches valid passport	Yes (must occupy a cabin seat)
	Other Federal employee (e.g., FBI agent, other DOD agent)	FAA Form 8430-6 and Southwest Airlines Flight Operations Letter of Authorization Jumpseat Validation card states "APPROVED FOR FLIGHT DECK"	Yes
	Authorized non-Southwest Airlines personnel (e.g., Boeing)	FAA Form 8430-6 and Southwest Airlines Flight Operations Letter of Authorization Jumpseat Validation card states "APPROVED FOR FLIGHT DECK"	No

Revision Record

Date	Source	Section	Notes
February 4, 2023			Date of Ratification
March 6, 2023	Implementation	Article 4.B.2	The phrase “on” the 5 th has been corrected to state “by the 5 th . This has now been corrected in the CBA to comply with the intent of the negotiation discussions.
March 6, 2023	Implementation	Article 5.H.4.b	The word “regulatory” unintentionally remained in the original draft. This has now been corrected in the CBA to comply with the intent of the negotiation discussions.
March 6, 2023	Implementation	Article 9.A.16.c	The last sentence was corrected during the implementation discussions to coincide with the current process. “The Dispatcher will submit bids for Floating Vacation Days through the Scheduling System.”
March 9, 2023	Implementation	Article 24.CCC	Weekly Open Time: Corrected definition to match the process in Article 4
March 6, 2023	Implementation	Meanings and Intent	<ul style="list-style-type: none"> • Article 3.A.4 • Article 3.B.2.e • Article 4.C.2 • Article 4.G.3 • Article 4.J.12.a.1 • Article 5.B.3 • Article 5.H.2.a & 5.H.3.a • Article 5.H.4.b • Article 5.J.1-3 • Article 6.B.2 • Article 9.A.12 • Article 9.A.16.c • Article 12.B.5.c.1.a • Article 14.A.2.a • LoA: Schedules B.1 • LoA: Schedules F.2 • LoA: Schedules G.1 • LoA: Schedules I.2 • LoA: Schedules J.2 • LoA: Schedules J.3.a
February 6, 2024		Side Letter 1	<ul style="list-style-type: none"> • Flightkeys Training Incentive Side Letter 1 – revisions to the following:

			<ul style="list-style-type: none">• 4.B.1.a – Dispatch Specialists annual hours changed from 1802 hours to 1751 hours.• 4.G.3 – Escalation Bid completion date• 4.I.5.a – Manual Opt Out procedure until automated• 4.J.12 (new section) – JA rule for Dispatcher overtime shift
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