



ATTENDANCE GUIDELINES

Team members represented by the TWU-IAM Association

Introduction

When we think about one of the keys to our success an airline, we often think about dependability. Getting aircraft out on time is certainly one aspect of that, but behind the scenes, it also means having our full team at work, performing at their best every day, for every flight.

Knowing what's expected and having a clear understanding of what success looks like are integral parts of performing at our best. That's why we have attendance guidelines for our U.S.-based team members which includes Aviation Maintenance Technicians (AMT) and related classifications, Material Logistic Specialists (MLS), Maintenance Control Technicians (MCT), Maintenance Training Specialists (MTS and Fleet Service Agents(FSA) represented by the TWU-IAM Association (including Puerto Rico), They lay out an objective, straightforward point system with a rolling active 12-month lookback period.

These guidelines are just that - guidelines. They are not a contract of employment and may be modified or discontinued at any time. If that's the case, we'll make sure team members are aware in advance.

Separation of Attendance and Performance

Attendance and performance are generally separate and distinct. The attendance guidelines generally apply only to attendance issues, which are managed separately from performance issues. Expectations for team member performance will generally be managed under the Company's performance policies. However, there may be times when an issue involves both attendance and performance. An example would be arriving late and not clocking in. The late arrival would fall under the attendance guidelines while the failure to clock in would fall under the Company's performance policies.

I. APPLICATION OF ATTENDANCE GUIDELINES

These attendance guidelines apply only to those team members who are covered by a TWU-IAM Association Joint Collective Bargaining Agreement (JCBA). These guidelines apply to team members who have completed their probationary period pursuant to the applicable JCBA.

II. ATTENDANCE GUIDELINES

A. Team Member Responsibilities

The Company relies on its team members to report to work as scheduled. Team members are expected to report to work regularly and on time and remain in their assigned work area as necessary for the efficient performance of their work. We recognize that on occasion, illness or other compelling personal situations may require team members to be late or absent from work. Every team member has the responsibility to minimize absences to ensure dependable attendance. This includes: attending to personal obligations outside of work hours; not allowing minor indispositions or inconveniences to keep them away from work; allowing for variations in weather, traffic, or public transportation when commuting, immediately notifying the Company in the event of an absence; and following Company procedures for securing authorized leaves of absence.

When documentation is required, e.g. FMLA, it is the team member's responsibility to ensure their health care provider submits the required paperwork to and has been received by the Company.

Team members may only use their sick time for their own personal illness or injury, unless otherwise permitted by a contractual provision or law.

B. Team Member Obligations under the Attendance Guidelines

When a team member is going to be absent, the team member must notify the Company at least one (1) hour prior to the start of the team member's shift each and every day unless directed otherwise. A team member who fails to do so may be subject to additional points and/or progressive review level.

The team member must personally report an absence in accordance with their local procedure unless the team member is physically unable to do so or applicable law provides otherwise. The team member should include shifts or hours of absence including scheduled shifts, swaps and overtime.

It is the team member's responsibility to view their attendance record regularly and understand when an absence has triggered an "off par" status.

Following an absence that results in an "off par" status, team member must present to their lost time administration office or management to discuss the absence immediately upon returning to work, or as soon as practicable.

A sick absence that covers one (1) or more consecutive scheduled work days is one (1) occurrence under the guidelines. A sick absence ends when the team member returns to work. Any requested documentation must be submitted within seven (7) days of notification.

C. Travel While Absent or on Leave of Absence

Absent: Generally speaking, you are not allowed to use team member travel privileges if you are absent from work. If you are unable to report for work as scheduled due to illness or any other reason, including intermittent family leave for yourself or other, are on an unauthorized absence, or withheld from service, utilizing team member travel privileges are not permitted. Using travel privileges while absent may result in suspension or revocation of your travel privileges or discipline up to and including termination. Please see the Travel Guide for details.

Leave of Absence: Some leaves allow travel for yourself and eligible travelers, while others do not. Please see the Travel Guide for details. Violation of this policy may result in discipline up to and including termination.

D. Identified Absence Patterns and Critical Operations Periods

The following are examples of when the Company may be in doubt of a bona fide sick claim and require documentation. These are examples and not intended to be all inclusive. Once an absence pattern has been identified, the occurrence is two (2) points unless acceptable documentation has been provided to the manager. A pattern could include absences for all or any part of a scheduled shift.

- Absence while on a progressive level for attendance
- A weekly/monthly absence pattern (i.e. every Saturday)
- Absences immediately preceding or following a vacation day, a day off or swap off
- Repeated absences for partial and/or doubles shifts
- Holiday or Critical Operation periods:
 - Super Bowl Sunday through the Monday after
 - The Friday preceding Easter through the Monday following Easter.
 - Memorial Day weekend (including Memorial Day)
 - July 1 through July 7
 - Labor Day weekend (including Labor Day)
 - The Tuesday before Thanksgiving through the following Sunday
 - December 22 through January 3
 - Mandatory Overtime (FSA only)

E. Substantiation of Sick Absence

Pursuant to the TWU-IAM JCBA and as permitted by applicable law, team members may be required to present confirmation of illness. The Company reserves the right to require, when in doubt of a bona fide claim, acceptable documentation to confirm such sick claim. When documentation is required for a non-FMLA qualifying

occurrence, the team member must submit the documentation to ARC within seven (7) calendar days of notification. Example of documentation includes a doctor’s note on verifiable letterhead.

In the event the requested documentation is not supplied, or is incomplete or does not substantiate their illness or injury, the absence may be considered sick leave abuse and the team member may be subject to a progressive review level up to and including termination.

F. Procedure

The Company will track chargeable attendance occurrences and their cumulative point total over the previous twelve (12) month period of active service starting from the first day of absence associated with the most recent attendance occurrence to determine if a progressive review level is warranted. Once a level has been issued, attendance is reviewed during the effective period of review level, which is 12 months of active service starting on the date a level is issued to the team member. Authorized leaves are not counted as points and are not subject to progressive review levels when acceptable documentation is submitted to the Company. The Company does not require documentation when prohibited by law.

The following are examples of conduct that may result in the Company assessing points for attendance absences and late occurrences. These are only examples and the list is not intended to be all inclusive:

- Calling in absent for a scheduled work day, including shift swaps and overtime
- Reporting late for duty, including shift swaps and overtime
- Leaving work before the end of a shift without authorization

G. Point Assessment

The chart below identifies types of attendance occurrences and the number of points issued for each. A non-sick absence and late arrival are daily occurrences and are assessed points on a daily basis. As provided by the JCBA, a team member may flex their shift start time up to fifteen (15) minutes without pay or penalty to the attendance record, twice per calendar year. Flexes are not retroactive and will be used (coded) first. Once flexes are exhausted, all late arrivals will be coded appropriately.

The chart is not intended to be all-inclusive and cannot address all possible situations. Points issued may vary depending on individual circumstances. No points will be assessed for an absence protected by law or where limited by the applicable JCBA.

Points Assessment per Occurrence

| Occurrence | Points |
|--|-----------|
| <ul style="list-style-type: none"> • Late Arrival to Work - When a team member arrives to work no more than two (2) hours after the team member’s shift start time (includes scheduled shifts, overtime and shift swaps), points accrue daily | 0.5 Point |
| <ul style="list-style-type: none"> • Sick absence of 1-5 consecutive sick days • Unauthorized Absence (UTO) - points accrue daily • When a team member arrives 2 hours after their shift starts without management authorization – Time missed is coded as UTO • Notification of absence 59 mins or less before the start time of a scheduled shift, overtime or shift swap is an additional point (absence point plus late notification point for 2.0 points total) • Overtime cancellation more than 30 minutes after acceptance (OT-Decline) | 1.0 Point |

| | |
|--|-------------|
| <ul style="list-style-type: none"> Absence associated with an identified absence pattern or critical operations period Sick absence of 6 or more consecutive sick days | 2.0 Points |
| <ul style="list-style-type: none"> No call/No show - When a team member does not notify the Company of absence, includes scheduled shift, overtime, and shift swaps | 2.5 Points |
| <ul style="list-style-type: none"> No call/No show - three (3) or more consecutive scheduled work days | Termination |

H. Progressive Review Levels

The chart below outlines the guidelines for levels based on points assigned. The guidelines are not intended to be all-inclusive and cannot identify all possible situations. Levels issued for an infraction may vary from the stated guideline based on individual circumstances and/or applicable laws. Once a team member reaches a Level 3, an attendance discussion is required and documented after each occurrence.

| Point Total | Coaching/Level |
|--|----------------|
| Less than 4 Points within 12-month period of Active Service (prior to and including the 1st date of last occurrence) | Coaching |
| 4 Points within 12-month period of Active Service (prior to and including the 1st date of last occurrence) | Level 1 |
| 3 Points within the Level I Effective Period (12-month period of Active Service) | Level 2 |
| 2 Points within the Level II Effective Period (12-month period of Active Service) | Level 3 |
| 2 Points within the Level III Effective Period (12-month period of Active Service) | Termination |

III. DEFINITION OF TERMS

Absence(s)/Absent: Any time a team member does not report or remain at work as scheduled. All absences are considered chargeable attendance occurrences for assignment of points except those expressly identified as authorized leaves (see below), or those for which discipline may not be issued under applicable law.

Active/Active Service: The period(s) in which the team member is actively working or receiving pay. Active/Active Service excludes time periods when the team member is on an authorized unpaid leave approved by the Company.

Attendance Discussion(s)/Coaching: Either a discussion during which the team member is advised of the Company's attendance expectations and the team member's status under the guidelines OR a notice provided to the team member that apprises the team member of his/her status under the Company's attendance expectations.

Authorized Leave(s): All leaves of absence included in the JCBA, once approved, do not accrue points. These leaves will be administered in accordance with the JCBA and Company policy. Upon request, required documentation substantiating the need for such leave, will be required. FMLA will run concurrently where noted.

Chargeable Attendance Occurrence(s): Absences, late arrivals or early departures that are assessed a point value according to the guidelines. A sick absence occurrence starts on the first day of absence and ends when the team member returns to work. Sick absences are assessed points based on each occurrence. Sick time or unapproved

Medical leaves, except those protected by law, will count towards a team member's point total. Non-sick absences and late arrivals to work are daily occurrences and points are assessed daily regardless of the duration.

Confirmation of Illness: When the Company is in doubt of a bona fide sick absence, the Company may require a team member to provide documentation to substantiate that claim absent prohibition by applicable law.

Effective Period of Review Level / Discipline: The rolling twelve (12) month period of active service commencing on the date the most recent Level is issued to a team member.

Failure to Report: When a team member returns to work following an absence that triggers an "off par" status and fails to report to lost time management for an attendance discussion, where required.

Late Arrival to work: When a team member arrives to work up to two (2) hours after their scheduled start time including overtime and shift swaps.

Late Notification for an Absence: When a team member notifies the Company of their absence outside the guidelines. Team members who are calling in absent must notify the Company at least 1 hour prior to shift start. Notification of absence 59 minutes or less, an additional point will be added to the absence point. This point applies daily for absences more than 1 day. Ex: absent 1-5 days, 1 point, called in 10 minutes before shift 1 day, add 1 point for total of 2 points.

Level(s): There are three (3) levels of progressive review / discipline which will be applied in instances of unsatisfactory attendance.

No Call / No Show: When a team member does not report to work (includes overtime and shift swaps); or 3 consecutive days of absence with no contact or notification with the Company.

Off-Par Status: An off-par status is triggered when a team member has accrued an attendance point(s) for a chargeable occurrence that will result in the progression to the next attendance level.

Point(s): Assessed for each chargeable attendance occurrence (absence or late) to the extent permitted by any applicable law and as described in the attendance guidelines.

Progressive Review Level / Discipline: When a team member fails to correct their unsatisfactory attendance, the team member may be issued one of three (3) Levels of Progressive Review after which the team member may be terminated.

Sick Abuse: Utilization of sick time, paid or unpaid, for any purpose other than a team member's personal illness or non-occupational injury (unless otherwise provided by law). This includes failure to present confirmation of illness when required by the Company.

Sick Pay: Pay protection as set forth in the JCBA for an absence when a team member is unable to report to work as scheduled due to the team member's own illness or injury, notifies the Company at least one hour prior to the team member's scheduled start time, and the team member has accrued and available sick time. Sick Pay may be available under applicable state or local law and the criteria of those laws will dictate when Sick Pay is available.

Termination: Involuntary separation of employment.