

**LOA XX CONTACT CENTER STAFFING COMMITMENT**

April 14, 2023

Mike Klemm  
President & Directing General Chairperson  
Air Transport Lodge District 141  
International Association of Machinists &  
Aerospace Workers, AFL-CIO  
1771 Commerce Drive, Suite 103  
Elk Grove Village, IL 60007

Dear Mr. Klemm:

This confirms our understanding and agreement regarding the Company's staffing commitment for Contact Centers. Between January 1, 2023 through December 31, 2023, the Company commits to hire 350 Reservation Sales and Service Representatives.

If an impediment arises which prevents the Company from meeting this target, the Company will promptly notify the Union to discuss the issue and possible solutions.

Please indicate your concurrence by signing one copy of this letter in the place indicated below, and returning it to the undersigned.

Sincerely,

Sincerely,

/s/

\_\_\_\_\_  
Julianne Cooney, Director, Labor  
Relations

Agreed, this 14<sup>th</sup> day of April, 2023:

/s/

\_\_\_\_\_  
Mike Klemm  
President & Directing General  
Chairperson  
Air Transport Lodge District 141  
International Association of Machinists  
& Aerospace Workers, AFL-CIO