

Article 4.A.7 (Passenger Service, Fleet Service)

7. Work Shifts

a. The starting times of work shifts will be governed by operational needs. Back-to-back part-time shifts will not be used to cover staffing needs that could otherwise be covered by a single full-time shift.

b. Relief shifts may be used to cover outages and will be included in the regular shift bid, as determined by local management, either:

(i) ~~With regular days off and start times that remain consistent throughout bid period.~~

(ii) ~~As open lines that change on a monthly basis based on operational needs.~~

~~(A) Relief schedules will be provided to employees in a minimum of 30 day segments and will include a base or home shift.~~

~~(B) If relief line(s) are used to cover lines temporarily vacated by other employees, the relief line(s) will match the vacated bid line(s). (ie Vacation, Jury Duty, Illness LOA, etc.).~~

~~(C) If the relief lines are adjusted to accommodate a change to the operational need (ie flight schedule changes, call volume changes), relief shifts are not required to match current shift bid lines. Relief schedules will be reviewed with the Local Committee and Local management at least 5 days ahead of the relief posting, the Local committee will respond with any concerns within 48 hours.~~

b. Effective with the shift bid following Ratification of this Agreement, any combination of Relief bid lines at a station will not exceed 30% without agreement by both the Company and the Union. It is understood that nothing requires any station to go to 30% Relief bid lines. Should the Company and the Union agree to increase Relief bid lines above 30% at a station, the system Relief bid lines percentage may not exceed 30%.

c. Each station will determine which type(s) of relief is best utilized for their situation and may be used in any combination or not at all. Once relief employees are placed in a work area and the shift commences the employee becomes part of the work area and if movement of work is necessary, the Company will apply Article 4.B.1.

d. Relief shifts may be:

(i) OR-A (Standard Relief): Employees will bid shift start and end times and Regular Days Off ("RDO") pattern for the duration of the general shift bid and will be placed in work areas where needed each day as determined by the Company.

(ii) OR-B (Operational Relief): Employees will bid a line which includes shift start and end times, RDO, may include a work area, and can be rebid a minimum of every 30 days. When an employee does not have a work area, the employee will be assigned to relief on any bid week and the employee will be treated in the same manner as OR-A. Relief schedules should match the general shift bid start and end times as determined by the Company. If the relief lines are adjusted to accommodate an operational need (e.g., flight schedule changes, call volume changes), relief shifts are not required to match current shift bid lines. OR-B bid lines will be reviewed with the Local Committee and Local management at least 5 days ahead of the relief posting. The Local Committee will respond with any concerns within 48 hours.

e. The Company will begin developing technology to automate a wish list which is anticipated to be functional in Q1 2027. Once developed, any non-probationary employee at an airport bidding a relief line during the general bid will be allowed to submit a wish list for general work areas (e.g., Gates, Lobby, Planeside, Bag Room) they are currently qualified for at the time of the general shift bid. Wish lists may only be updated during the effective period of the shift bid if an additional qualification is obtained by the employee. Once the work schedule has been assigned utilizing the wish list, any reassignments will be based on the needs of the operation. Employees working overtime or trades cannot exercise seniority to displace an employee working their relief line assignment.