

Thomas Reardon
Director
Labor Relations

March 31, 2016

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 will confirm our conversations and agreement concerning the interview and objective selection criteria, and staffing management for Customer Service Representatives in the specialty position of CSR-Global Services.

In order for employees to be eligible for an interview to become Global Services qualified, they must first meet the following objective criteria.

CSR – Global Services (permanent)

- Must have 4 or more attendance points remaining upon application
 - If qualified, an employee will be deemed to have lost the Global Services qualification if the employee reaches termination warning for attendance
- Must be current and remain current with all Regulatory, Product, and Company Required Training
- An employee may have no more than a documented, verbal warning related to behavior or performance issues within a 12 month period prior to the CSR-Global Services posting
- Minimum 1 year Customer Service Representative experience within the previous 18 month period
- Candidates who meet the above objective criteria will be required to pass brand/tool assessment prior to being considered for an interview

Stations may establish Global Services qualified pools according to shift groupings (Days, Afternoons, Nights) as determined by local management. Additionally, the population size of each qualified pool in a station, on a shift group will be established by the Company.

Each year, with sufficient time ahead of the annual bid, the Company will interview employees at an airport who have expressed an interest in becoming Global Services qualified, and who meet the objective criteria, to a minimum of 10% of the number of employees in the Global Services qualified pools at the station, but will not be required to consider more than 10%. If the addition of Global Services qualified employees causes the qualified pool on any shift group to exceed the level set by the Company, junior employees in the qualified pool will be reduced accordingly.

Employees who are removed from the qualified pool for other than performance reasons will have their Global Services qualification deactivated, and after 1 year of not exercising the qualification will have it removed.

Mike Klemm

03/31/2016

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

Sincerely,



Agreed, this 31st day of March, 2016:



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

cc: Jeff Wall
Tim Klima

Attachment A - Filling Vacancies in CSR-Global Services Position

| | Awarded by Bid Seniority in the Following Order | Detail |
|---|--|--|
| 1 | Same Work Status, GS Qualified, At the Location | Global Services qualified CSRs and LD CSRs in the same work status at the location. (Qualified pool, same work status, then employees with a deactivated qualification, same work status) |
| 2 | Same Work Status, Not GS Qualified, At the Location | Basic CSRs or LD CSRs in the same work status that are not Global Services qualified at the location. The position should be posted and employees should bid to express interest for an interview. |
| 3 | Alternate Work Status, GS Qualified, At the Location | Global Services qualified CSRs and LD CSRs in the alternate work status at the location. (Qualified pool, alternate work status, then employees with a deactivated qualification, alternate work status). <i>Should employees later resign their Global Services qualification, they will return as a basic CSR in the work status from which they came</i> |
| 4 | Alternate Work Status, Not GS Qualified, At the Location | Basic CSRs or LD CSRs in the alternate work status who are not qualified at the location. The position should be posted and employees should bid to express interest for an interview. <i>Should employees later resign their Global Services qualification, they will return as a basic CSR in the work status from which they came</i> |
| 5 | Same Work Status, GS Qualified, System wide | Post the position to the system to currently qualified employees at other locations in the same work status. Include the following employees: <ul style="list-style-type: none"> • CSR-Global Services • Qualified LD CSR • Qualified CSR If not filled with currently qualified employees, post the position to employees with a deactivated qualification at other locations in the same work status. |
| 6 | Alternate Work Status, GS Qualified, System wide | Post the position to the system to currently qualified employees at other locations in the alternate work status. Include the following employees: <ul style="list-style-type: none"> • CSR-Global Services • Qualified LD CSR • Qualified CSR If not filled with currently qualified employees, post the position to employees with a deactivated qualification at other locations in the alternate work status. <i>Should employees later resign their Global Services qualification, they will return as a basic CSR in the location and work status from which they came</i> |
| 7 | Same Work Status, Not GS Qualified, System wide | Post the position to the system to employees in the same work status. Employees should bid to express interest for an interview. |
| 8 | Alternate Work Status, Not GS Qualified, System wide | Post the position to the system to employees in the alternate work status. Employees should bid to express interest for an interview. <i>Should employees later resign their Global Services qualification, they will return as a basic CSR in the location and work status from which they came</i> |
| 9 | | Competitive transfers, giving preference to IAM employees. |