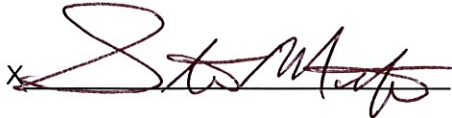




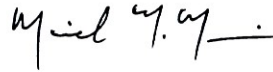
Letter of Understanding (LOU) concerning Inflight Operations' Aviation Safety Action Program (ASAP) as Revised and effective: January 1, 2024 – April 30, 2027

1. STATUS QUO - This LOU will be in force for the time period outlined above, and will remain in effect thereafter, until revised by the parties herein. Either party may terminate this LOU at any time and for any reason by providing the other party 14 business days written notice. Should the parties not reach agreement on a revised LOU within 14 business days, this LOU will be cancelled and the ASAP Memorandum of Understanding (MOU) will govern until agreement can be reached. In the event the MOU is terminated, this LOU will, be considered null and void at that time.
2. FUNDING - The Company will compensate and provide travel expenses for one (1) TWU Local 556 ASAP representative for time spent participating in Event Review Committee (ERC) meetings and ERC meeting preparations. Additionally, at the ASAP Program Managers discretion, and in consultation with the ERC, the Company will compensate and provide travel expenses (as outlined in the Southwest Airlines Guidelines for Employees) for TWU Local 556 ASAP representative(s) (maximum of three (3) per event) for time spent participating in ASAP administrative meetings, ASAP trainings, InfoShare or similar ASAP-related conferences, and ASAP-related base visits. The TWU Local 556 representative(s) will be compensated by the Average Daily Guarantee (ADG) as outlined in Article 21.22.A of the CBA for every day spent participating in such ASAP related activities.
3. OTHER REPORTING METHODS - In regard to a safety related event that is reported through traditional reporting methods, (e.g., Irregularity Reports, Customer letters, Inflight Audits, etc.), Flight Attendants may submit ASAP reports concerning such traditionally reported safety related event(s) before, upon or after notification from the Company (but prior to any official fact-finding meeting). While the report is being worked, in the ASAP, the Company may elect to conduct its own investigation. Copies of any investigative facts or reports surrounding the event will be forwarded to the ERC Manager to assist the ERC in its investigation.
4. TIMEFRAMES & EXPUNGEMENT - Regarding instances outlined in 3 above: should such ASAP report(s) be excluded from ASAP by the ERC the Company reserves the right to take appropriate action, which may include discipline, if the Company deems it appropriate. It is agreed and understood that the Company's timeframes as outlined in Article 19 of the CBA, will begin upon notification to the reporting Flight Attendant(s) of the ERC decision to exclude such report(s) from ASAP. However, should such instances of 3 above be accepted into ASAP by the ERC; the Company will not issue discipline on the event(s), will end its investigation immediately and, if applicable, will purge/obliterate all fact-finding records relevant to the event upon notification of acceptance of the reports into ASAP.

x 

Steve Murtoff

Vice President Inflight Operations

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Michael M. Massoni

1st Vice President TWU Local 556