

**HAWAIIAN AIRLINES
FLIGHT ATTENDANT AGREEMENT**

SECTION 34-4: LETTERS OF AGREEMENT

LETTER OF AGREEMENT
Between
HAWAIIAN AIRLINES INC.
And the
FLIGHT ATTENDANTS
In the Service of
HAWAIIAN AIRLINES INC.
As represented by
THE ASSOCIATION OF FLIGHT ATTENDANTS

GRIEVANCE REVIEW BOARD

THIS LETTER OF AGREEMENT is made and entered into in accordance with the provisions of Title II of the Railway Labor Act, as amended, by and between HAWAIIAN AIRLINES INC. (hereinafter referred to as the "Company" and the ASSOCIATION OF FLIGHT ATTENDANTS (hereinafter referred to as "AFA" or the "ASSOCIATION") in its capacity as the exclusive bargaining representative of the flight attendants in the service of the Company.

WHEREAS, the Company and the Association have agreed to try a new process to handle grievances properly submitted to the System Board of Adjustment; and

WHEREAS, the parties desire to resolve grievances prior to them being heard by the Three (3)-Member System Board of Adjustment;

NOW, THEREFORE, the Company and Association agree as follows:

1. A Grievance Review Board (GRB) will be established with up to three (3) Members designated by each party. It is intended that each party will choose Members who have the authority and the technical expertise to resolve disputes submitted to the GRB.
2. The GRB will meet within thirty (30) calendar days of the grievance(s) being properly appealed to the System Board of Adjustment and prior to the selection of an arbitrator.
3. The role of the GRB will be to attempt to resolve cases prior to their being heard by the Three (3) Member System Board of Adjustment. The parties will share information with each other that will help to facilitate settlement of the dispute.
4. When the GRB considers a matter, it will have the following options:

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- a. The matter will be resolved to the satisfaction of both parties (including the grievant);
- b. The matter will be referred to Grievance Mediation;
- c. The matter will remain with the GRB if additional information is required by either party; or
- d. The matter will be referred to the parties for selection of an arbitrator for the System Board of Adjustment

This GRIEVANCE REVIEW BOARD LETTER OF AGREEMENT shall become effective as of May 1, 2001, and shall remain in full force and effect concurrently with the Collective Bargaining Agreement between the Company and the Association dated May 1, 2001, as it may from time to time be amended, subject to the provisions of Section 34 thereof.

In WITNESS THEREOF, the parties hereto sign this GRIEVANCE REVIEW BOARD Letter of Agreement in acknowledgment and acceptance of the terms and conditions outlined herein, signed this 22nd day of March, 2001.

_____/s/
Robert W. Zoller
Executive Vice President
Operations and Service

_____/s/
Patricia A. Friend
International President

_____/s/
Blaine Miyasato
Vice President
Customer Services

_____/s/
Sharon Soper
President
HAL Master Executive Council

_____/s/
Bronach Cole
Senior Director
Labor Relations

_____/s/
David Alexander
Assistant Manager of
Collective Bargaining