

**HAWAIIAN AIRLINES
FLIGHT ATTENDANT AGREEMENT**

SECTION 11: SCHEDULING POLICY

- A. **Purpose of the Policy.** The purpose of the Scheduling Policy is to provide in writing a clear, concise and complete statement of rules, practices and procedures relative to scheduling of Flight Attendants. Such rules, practices and procedures shall be equitable and uniformly applied.
- B.
1. In order to accomplish the above mentioned objectives, there shall be established a Scheduling Committee which shall consist of three (3) Company representatives and three (3) Flight Attendant representatives. It shall be the responsibility of each party to keep the other currently informed in writing of its appointees.
 2. The Committee shall be responsible for examining all phases of Flight Attendant scheduling; to improve rules and procedures; to maintain a written Flight Attendant Scheduling Policy; and will attempt to resolve all differences between Flight Attendants and Company interests in scheduling matters to the mutual advantage of both.
 3. Upon written request of either party hereto, the Committee shall meet promptly and in no event later than ten (10) days following such request.
- C.
1. The Scheduling Policy shall be applicable, but alterations in the policy may be made any time during the duration of this Agreement.
 2. No alterations to the policy shall be made without prior meeting of the Committee to discuss such proposed alteration. Accord shall be reached on an alteration by at least a majority of the Committee members. However, if during such meeting accord cannot be reached, the disputed alteration may be unilaterally accomplished by unanimous vote of the Company members.
 3. No provision of the Scheduling Policy, reached by accord or otherwise, shall be construed to supersede, amend or negate any provision of this Agreement.

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4. It is specifically agreed and understood that the Flight Attendants' right to seek and secure relief, as provided for in Section 23 of this Agreement, shall apply to scheduling practices and procedures or changes thereto whether or not they are covered by the written Scheduling Policy and regardless of whether they were incorporated in the policy with the accord of the Scheduling Committee or unilaterally by the Company.
 5. Any change of the Scheduling Policy will be distributed to each Flight Attendant within ten (10) days after it is formulated.
- D. A copy of the Scheduling Policy shall be attached to the Agreement booklet.
- E. **Scheduling Protests** - When a Flight Attendant questions the legality of a flight schedule assigned her/him by Crew Scheduling, she shall so notify the Scheduling Clerk. The following procedure will then be implemented:
1. The Scheduling Clerk who receives the verbal protest will immediately review the protested flight schedule with an available In-Flight Manager in an attempt to resolve the issue. In the absence of an Inflight Manager, the Scheduling Clerk will contact one of the following management officials in the order listed:
 - a. Director - Crew Scheduling (or designee)
 - b. Vice President - In-Flight (or designee)
 2. If the Flight Attendant has not been relieved from the protested assignment she/he may verbally notify an Inflight Manager who will make every reasonable effort to investigate the circumstances and legalities of the protested assignment.
 3. The Flight Attendant will accept and comply with the protested flight schedule unless relieved therefrom by Crew Scheduling and she/he shall note on the flight report that she/he is flying the specific trips under protest. She/he should then file a Scheduling Clarification Request (SCR) online, or in writing with an Inflight Manager, copy to the Flight

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Attendant's Scheduling Committee, within seven (7) days after completion of the protested flight schedule. The Company will provide an electronic acknowledgment of receipt for online filings and a copy of a written SCR to the Flight Attendant, time-stamped to acknowledge receipt.

4. Director - Crew Scheduling (or designee) will make every reasonable effort to investigate the circumstances and legalities of the protested assignment and report electronically or in writing to the Flight Attendant, copy to Flight Attendant's Scheduling Committee, within seven (7) calendar days after receiving the Scheduling Clarification Request.
5. The purpose of filing Scheduling Clarification Requests is to reduce the need for filing grievances and to improve the quality of Flight Attendant scheduling. Promulgation of the above time limits shall in no way affect the Flight Attendant's right to grieve any scheduling action by the Company, nor shall it constitute a modification of the time limits set for filing a grievance in Section 23 of this Agreement.

F. Printed Daily Schedule (Daily Flight Schedule)

The Printed Daily Schedule shall be dated and the time of completion shall be stated thereon. Thereafter no changes shall be made in the Printed Daily Schedule except as provided in the Agreement. A separate Daily Flight Schedule will be issued for International flights and Inter-Island flights. The International Daily Flight Schedule will include all International flights for all domiciles. The Inter-Island Daily Flight Schedule will include all flights for the Honolulu domicile. The Inter-Island Daily Flight Schedule and the International Daily Flight Schedule will be posted at the Honolulu domicile in the Flight Attendant lounges not later than 1700 hours HST and "posted" (sent by FAX or S.I.T.A.) to the West Coast domicile not later than 1700 hours PST (PDT). Further, the Printed Daily Schedule will include the following:

1. Date
2. Type of Equipment

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3. Flight Number
4. Published and/or Modified grouping numbers assigned to each Flight Attendant, dates, times and points of departure and arrival for each segment of each trip sequence. Where a trip sequence will result in a Flight Attendant(s) being away from her/his domicile for more than one (1) day, the schedule will show the entire trip sequence from initial departure to return to domicile.
5. Names of all crew members in order of seniority.
6. Names of all crew members “deadheading” under Company orders in order of Company seniority, trainees, and check Flight Attendants.
7. Names of standby and Reserve Flight Attendants and their availability periods and call out order.
8. Any special instructions from the Company to crew members regarding any of the trips listed.

G. Association Scheduling Review Committee

The purpose and responsibility of the Scheduling Review Committee is to monitor and review Crew Scheduling department's compliance with contract provisions and to examine Crew Scheduling records after each month has passed, on request, with the goal of reducing the number of grievances.