

# System CS Policy

Change of Shift (CS) is a privilege that provides employees enhanced flexibility and allows the company to attract and retain valuable employees. In fairness to everyone, shift changes may not be used as a means of circumventing the regular shift bid process.

## General

- Employees must work at least 50% of their total number of bid hours during a bid. This will be measured from the first day of a new bid to the last day of the bid. Any employee who has a question as to what percentage CSO (Change of Shift Off) they have during this period should request that information from their MOD or Departmental Manager, because it is the employee's responsibility to ensure they do not exceed their maximum allowed amount of CSO.
  - EX: During a bid, an employee is scheduled to work 800 hours. The employee must work a minimum of 400 hours. The hours worked can be a combination of REG and CSW, as long as the total is 400 or more hours.
- Each employee is responsible to know the CS guidelines by checking on the current policy. Shift trades are a privilege the company extends to employees and reserves the right to suspend this privilege.
- The hours worked calculation will include REG & CSW but all other paid-worked or paid-not-worked codes will not be included. (For a description of pay codes please see Jetnet)
- Both employees requesting and accepting CS requests must be current with all required training before submitting a CS request
  - Special attention should be paid to training that is required to be completed when an employee expects to be out of the workplace due to an approved CSO
  - Corrective action for failure to complete required training prior to the deadline will be administered according to standard American Eagle Peak PPC program.

## Guidelines

- All CS's must be approved by a Manager, Supervisor (Lead Agents may be designated as approvers in non-hub locations) or through an approved automated program such as Staff Admin. Crew Chiefs and Acting Supervisors are not permitted to approve CS's. If Staff Admin automation is in place, the Managers will not have to approve CS. The automation will generate an approval number for the request.

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- In cases where an automated shift swap program does not exist, an employee must properly submit all CS requests in writing to their Supervisor 24-hours prior to the beginning of the shift or it will not be honored.
- In the event of an unusual or unforeseen circumstance, a same day CS (request made within 24-hours) may be approved on an exception basis. The request must be made in writing and signed by a MOD or Ramp Manager and should only be used to mitigate unusual or unforeseen circumstances. Because of the administrative burden of managing short notice CS scheduling, employees who use this privilege frequently or as a result of poor planning may have their requests denied. No CS will be approved within 1-hour of a scheduled shift start. CS requests over-the-phone will only be approved if a call is made in the presence of a Manger/Supervisor and the other employee. A CS form must be filled out at the time and marked that it is an over-the-phone CS and the employee will sign upon return to work. This will be the only time a CS will be approved without both parties signing the CS document before the CS goes into effect.
- No verbal CS's are permitted.
- An overlapping CS greater than 30 minutes will not be permitted.
- A CS is only permitted between 2 employees (no 3-way swaps).
- An employee on transitional or restricted duty may CSO but is not eligible for CSW until they are back on full-duty.
- A FSC may CSO or CSW with other employees only if they are qualified and proficient in the same job duties as the employee they CS with.
- A Crew Chief/Lead Agent may only CSO with an employee who is Crew Chief/Lead Agent qualified.
- A CS cannot conflict with any type of scheduled training (e.g. classroom, hands on, meetings, etc.).
- An employee must be current with all required training before executing a CS.
- In a non-automated environment, both employees must agree before a CS can be canceled. Both employees will be required to sign a CS cancellation form.
- For safety reasons no employee may CS to work more than two consecutive 16-hour days.
- A new hire employee may not CSO for their first 90-days of probation. After 90-days they will be allowed 3 CSO's per month until their probation period ends.
- A new hire may not CSW for the first 30-days.
- CS's will be honored for 5 days from the date of absence for employees who are off work (example: off work due to an illness, injury, suspended, etc.). The company will cancel all CSW's beginning the 6<sup>th</sup> day. CSO's will continue to be honored. It is the employee's responsibility to notify the employees involved that the CS's have been canceled.
- It is the employee's responsibility to ensure a CS is approved.

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## Corrective Action

Failure to follow the CS guidelines identified in this document may result in the suspension of CS privileges.

The CS suspension policy is as follow:

1<sup>st</sup> occurrence: 30-day suspension of privileges

2<sup>nd</sup> occurrence: 60-day suspension of privileges

3<sup>rd</sup> occurrence: 90-day suspension of privileges

4<sup>th</sup> occurrence: 6-month suspension

- If an employee calls in Sick when schedule to work on a CS, the employee will have the occurrence recorded as CSK, their attendance will be reviewed, and any corrective action required will be administered according to standard American Eagle Attendance Control Policy.
- If an employee is late reporting to work (RL) or No Call (NC) while scheduled to work on a CS, their attendance will be reviewed and any corrective action required will be administered according to standard American Eagle Attendance Control Policy.

This policy has been reviewed and we are in agreement. While we understand that an employee's ability to Change Shifts (CS) is a privilege and not a right, we also understand that the flexibility that this policy offers is of great value to our employees and creates a positive work environment at American Eagle.



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