

**HAWAIIAN AIRLINES
2020 FLIGHT ATTENDANT AGREEMENT**

SECTION 29: CABIN SERVICE

A. Flight Attendant Not Required to Stand at Bottom of Aircraft Stairs

Flight Attendants will not be required to stand at the bottom of aircraft stairways during boarding and disembarking of passengers.

B. No Full Beverage Service for Segments Less Than 20 Minutes

When the scheduled block to block time on any segment is twenty (20) minutes or less, Flight Attendants will not be required to provide full beverage service.

C. Aircraft Cleaning

1. No aircraft cleaning is required by Flight Attendants on origination or termination of a flight. As time permits at turnaround stations, the tidiness and neatness of the aircraft and galley, and service items connected therewith, are the responsibility of the Flight Attendant. Flight Attendants, however, are not expected to clean the aircraft or perform other janitorial duties or servicing. These duties will be performed by personnel of other classifications.
2. The Company shall provide for the cleaning of aircraft at each turnaround station (International).

D. Carrying/Loss of Company Mail, Money, Material

1. Flight Attendants shall not be responsible for the loss of any Company mail, money or material put on their flight.
2. Flight Attendants shall not be required to hand carry Company mail, money or materials. In addition, Flight Attendants are not responsible for any carry-on items, whether Company or passenger, including garment bags, tote bags, etc.

E. Handling of Carry-On Items

The Company acknowledges that Flight Attendants will not be expected to handle carry-on items beyond their capabilities. It is further understood that assisting passengers is considered a part of a Flight Attendant's normal duties.

F. Notification of Change in Cabin Service

The Company will advise the MEC President when it intends to institute a change(s) in the cabin service and will meet with the Cabin Service Committee, if requested, to discuss the extent of the change(s), procedures to be followed, and other pertinent matters prior to the implementation of such service.

G. Cabin Service Committee

1. The Cabin Service Committee shall be made up of two (2) Association-selected and two (2) Company-selected members.

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2. Either party may request a meeting to address a service-related matter(s) and/or change(s). The Cabin Service Committee shall be responsible for making a joint recommendation to management on such service-related matter(s) and/or change(s).
3. The Company shall pay all flight pay loss incurred by the Association-selected members when they are removed from a trip to serve on the committee.

H. Cabin Service and Equipment

The Company recognizes that it must give the Flight Attendants its fullest support by adequately staffing each flight and by providing Flight Attendants with adequate cabin equipment so that they may provide the highest quality in-flight service to passengers. The Company and the Association agree that:

1. The MEC President may request a meeting with the Company to review the adequacy of staffing, equipment, and in-flight service on each aircraft type covered by this Agreement.
2. The Company shall invite the comments and input from individual Flight Attendants during the review process by providing a suggestion box and appropriate forms at each base.
3. The essential elements of assuring improved, high quality inflight service for passengers include, but are not limited to, the following:
 - a. Each aircraft shall be adequately staffed for the service provided, including the recognition that provision of First, Business and Coach class services require additional Flight Attendants on board the aircraft.
 - b. The galleys and beverage carts on board each aircraft must be adequate to enable Flight Attendants to provide efficient, high quality cabin service.

I. Agreement for Service Changes

1. Any 767-300 inflight service changes, inclusive of streamlining the current service levels, are subject to AFA's agreement.
2. The staffing levels in the tables in section 7.C. and 27.H. for the A330 and A350 aircraft are subject to AFA's agreement on the inflight service for such aircraft which shall not be unreasonably withheld.
3. The staffing levels in the tables in section 7.C. and 27.H. for the A-320 family /B-737 family of aircraft are subject to AFA's agreement on the inflight service for such aircraft, which shall not be unreasonably withheld.

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4. The parties shall negotiate and agree on inflight service requirements on the 787-9 aircraft subject to AFA's agreement, which shall not be unreasonably withheld.

J. **Duty Free Sales Program**

Effective 7/1/13, the Duty Free Sales Program will provide a four percent (4%) commission to be divided equally among the Flight Attendants working the positions responsible for Duty Free Sales onboard. Additionally, the Company will use its best efforts to secure an employee discount for Flight Attendants making purchases from the onboard duty free.

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