

Reservations Mandatory Overtime

June 18, 2021

Overview

All Domestic Reservations Representatives would be required to work a minimum number of mandatory overtime hours each week.

- Full-time team members work an additional 8 hours/week of mandatory overtime at applicable rate for a total of 16 hours during the specified period
- Part-time team members work an additional 8 hours/week of mandatory overtime at applicable rate for a total of 16 hours during the specified period
- The company will not call additional mandatory overtime during this period unless we encounter an extreme event (e.g. hurricanes or Sabre outages, etc.) and will notify the union prior to such action.

Duration

June 21 – July 3, 2021 with the option to extend by mutual agreement

Logistics

- Reservations Reps will have the flexibility to decide when they want to work the overtime between 0600 Central and 0000 Central 7 days a week. To work between 0000 and 0600, overtime hours may be worked during the overnight in conjunction with the start/end of your shift.
- Sign-ups will be self-service via Aspect and must be completed by midnight central time on June 23, 2021 or are subject to being assigned.
- Once you sign up for overtime hours, you will have 60 minutes to cancel/alter the overtime schedule. After 60 minutes, the overtime is a part of your shift and cannot be cancelled. Hours can be moved around between June 21 – July 3 at team member discretion.
- If Reps fail to sign up for mandatory overtime for their required hours, they will be assigned mandatory overtime on their next available day off or before/after any shift to fulfill the requirement. Hours can be moved around between June 21 – July 3 at team member discretion.
- Team members will not be required to work on their days off unless they choose or fail to sign up for the required hours.
- During the duration identified above, the Company will make some DAT time available by site/desk.
- Reps who have vacation scheduled for that week will be exempt from the overtime including days off before and after.
- Reps using DAT days assigned through the vacation budget will have overtime prorated at a reduction of 2 hrs per DAT day. DAT days applied to SWAPs will not be prorated and will be required to work the full overtime requirement.
- Timeline to sign up will be communicated to all agents so the information to sign up will be in advance

- June 18 – send out comms; reps can immediately begin signing up for OT hours
- June 21 – OT period begins
- June 22 – reminder email sent to all reps to sign up before deadline
- June 23 – reps must select hours in Aspect by midnight CST for full duration of the OT period
- June 24 – company will assign hours for full duration if not selected by deadline
- July 3 – OT period ends; all hours must be completed
- All deployed agents will be required to work the mandatory hours on the phone.