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**SIDE LETTER OF AGREEMENT**  
between  
**NORSE ATLANTIC AIRWAYS**  
and the  
**The Flight Attendants in the service of Norse Atlantic Airways as represented by the ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO**

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This SIDE LETTER OF AGREEMENT is made and entered into in accordance with the provisions of Title II of the Railway Labor Act, as amended, and pursuant to Agreements reached by and between NORSE ATLANTIC AIRWAYS ("Company") and the FLIGHT ATTENDANTS IN THE SERVICE OF NORSE ATLANTIC AIRWAYS, AS REPRESENTED BY THE ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO ("Association" or "AFA"), hereafter collectively referred to as "the parties."

WHEREAS, the Company and the AFA recognize the need to address issues specific to commuting Flight Attendants, as well as to create a process for handling instances where a Flight Attendant was unable to commute to their scheduled duty despite their best efforts to do so; and

NOW, THEREFORE, the parties mutually agree as follows:

**CALL-IN HONEST**

This Agreement is valid until 31DEC2025 and may be extended or modified by mutual agreement of the Company and the Union.

**1. Eligibility**

- a. The Call-In Honest Policy (CIH) shall apply to any CCMs who commutes to their scheduled work assignment by air but is unable to report as scheduled after having complied with the procedures outlined below.
  - b. A CCM may commute by air to their scheduled flight training, standby, or reserve assignment via any location/airport in accordance with paragraph 2. below.
2. A CCM commuting from the United States, Canada, Mexico, or the Caribbean Islands will not be disciplined because of their failure to appear for scheduled flight or reserve duty provided:
- a. The conditions of the CIH policy for non-revenue pass travel as set forth in paragraph 6.L.6 below are met, and the CCM has not exceeded six (6) "Call-In Honest" events within the previous rolling 12- month period.
3. A CCM will not be disciplined because of their failure to appear for scheduled flight training, standby, or reserve duty, nor will such failure be charged as a "Call-in Honest" event if they have been provided positive space travel by the Company in lieu of having the required two viable flight options as described in Section 6.L.6. below.

**4. CIH Policy Conditions**

The provisions of the Call-In-Honest policy in paragraph 6.L.2. above shall apply only where the following conditions are met:

**a. Flight Operations**

- i. When a CCM is utilizing non-revenue pass travel, they must have listed and checked in for at least two (2) viable options for travel.
- ii. When a CCM is utilizing a confirmed space revenue ticket, or has been provided positive space by the Company, they are required only one (1) viable option for travel.
- iii. All flight options must be scheduled to arrive at least sixty (60) minutes prior to scheduled report time for the flight assignment.
- iv. Flight options can include any air carrier.
- v. CCMs must take into consideration known passenger loads, weather and operational delays at the airport of departure and destination.
- vi. The CCM will make every effort to report for duty on time by allowing additional time if necessary

**b. Notice To Crew Scheduling**

- i. The CCM shall notify Crew Scheduling after each failed flight attempt. Notification shall be as soon as possible, but no later than four (4) hours prior to the flight assignment's scheduled report time, unless the Flight Attendant is unable to timely notify Crew Scheduling because of an en-route delay.

**c. Verification and Documentation**

- i. The CCM must document a potential CIH event by completing the "CIH Event Form" available on (TBD)
- ii. The CCM must keep their boarding pass(es) issued at the airport for verification
- iii. The CCM must provide the CIH details of their travel attempts including hard copies or electronic copies of flight numbers, flight times, PNR and related listing information, boarding passes, documentation of confirmed space revenue ticket purchases, and reasons for not being boarded to the Company. The CIH Form and any supporting documentation must be submitted no later than seven (7) calendar days from the date of the Call-In-Honest event.

**5. Pay and Reassignment**

- a. A failure to appear for a scheduled assignment shall be treated as an unpaid leave of absence for pay and scheduling purposes unless Crew Control allows the CCM to recover their assignment or work a new assignment that checks in the same day.
- b. If a failed commute results in three (3) or more days of duty remaining after the day of the failed commute, Crew Control has the discretion to assign the CCM a new assignment(s) (i.e., a pairing, reserve, or standby) or assign an unpaid leave to the CCM for the duration of their assignment.

- c. If a failed commute results in two (2) or less days of duty remaining after the no-show, the two (2) or less days shall be treated as an unpaid leave of absence for pay and scheduling purposes.
- 6. Flight Attendants must comply with all departmental and Company policies regarding pass travel.

This Agreement is without prejudice or precedent. The circumstances described herein cannot be used by either party in any other forum, except one to enforce its terms. All other provisions of the collective bargaining agreement remain in full force and effect.

Agreed this date \_\_ of March 2025.

FOR:  
ASSOCIATION OF FLIGHT  
ATTENDANTS - CWA, AFL-CIO

*/s/ Sara Nelson*  
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Sara Nelson  
International President

*/s/ Katarzyna Mroczek*  
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Katarzyna Mroczek  
MEC President

FOR:  
NORSE ATLANTIC AIRWAYS

*/s/ Ben Boiling*  
\_\_\_\_\_  
Ben Boiling  
Managing Director UK