

LETTER OF AGREEMENT
by and between
HORIZON AIR, INC.
and the
FLIGHT ATTENDANTS
in the service of
HORIZON AIR, INC.,
as represented by the
ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO
INFLIGHT PEER-TO-PEER SAFETY AUDIT (IPPSA) PROGRAM

This 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 Horizon Air, Inc. ("Company") and the Flight Attendants in the service of Horizon Air, Inc., as represented by the Association of Flight Attendants-CWA, AFL-CIO ("Association").

WHEREAS, the Company and the Association are mutually committed to a voluntary, cooperative, remedial, and non-punitive approach to air safety; and

WHEREAS, to that end, the Company and the Association desire to participate in the Inflight Peer-to-Peer Safety Audit Program (IPPSA), collectively referred to as the Program or IPPSA Program in this agreement; and

WHEREAS, the Company and the Association share the goal of operating with the highest degree of safety and agree that the IPPSA Program contributes to that goal;

NOW, THEREFORE, it is mutually agreed by and between the parties to this Letter of Agreement (LOA) to initiate the IPPSA Program as follows:

A. DEFINITIONS:

1. IPPSA Program: An internally developed Inflight Peer-to-Peer Safety Audit (IPPSA) Program that uses safety observations to identify opportunities for improving safety through the collection of confidential data and an assurance of no disciplinary action for Flight Attendants, patterned after the Line Observation Safety Audit (LOSA) Program. Program administrative functions are performed and managed by the Company and the Association.
2. De-Identified Data: Any collected IPPSA data and/or combination of data sanitized of any data associated with individual Flight Attendants.
3. IPPSA Program Information: Any, and all, IPPSA data and any product of the analysis or compilation of such data.
4. Identifying Data: Any IPPSA data or combination of data that allows collected data to be associated with individual Flight Attendants.

B. SCOPE OF IPPSA PROGRAM

The Program will be used expressly for evaluating and improving the following areas in any manner not specifically prohibited herein or in the Parties' CBA:

- Flight Attendant Performance of Safety-related Duties
- Inflight Safety Procedures
- Inflight Systems Performance
- Program Performance
- Operational Policies
- Training Programs
- Aircraft Design
- Inflight Operational Issues
- Any other area mutually agreed to by the Parties,

The IPPSA Program will capture all ten FAA characteristics of LOSA:

- Peer-to-peer observations during normal operations
- Anonymous, confidential, and non-punitive data collection
- Voluntary participation
- Trusted and trained observers
- Joint management/union sponsorship
- Systematic observation instrument based on Threat and Error Management (TEM)
- Secure data collection repository
- Data verification roundtables
- Data-derived targets for enhancement
- Feedback of results to the workforce

C. IPPSA STEERING COMMITTEE

1. The IPPSA Steering Committee will consist of a representative of the Inflight division, a representative of the Safety division, and two representatives designated by the Association. Any necessary subject matter experts may be included with the concurrence of the IPPSA Steering Committee.

2. The design, implementation, and operation of the Program will be determined by the Steering Committee. Any variation from the agreed upon Program will require the mutual agreement of the parties prior to implementation.

3. All information derived from the Program will be shared among all members of the Steering Committee.

4. The following provisions will apply specifically to the Program data:

- a. A designated Association Steering Committee member will handle all raw data and remove any Identifying Data upon receipt. No agent of either party will be allowed access to any Program Identifying Data other than this designated member. This member of the Steering Committee will submit three (3) pre-planned UU days for the month in advance of the first month of observations to build the database. Any additional days necessary to build the database in advance of the first

month will be submitted to the MECP and the VP, Inflight (or their designee) for approval. The Steering Committee will determine how best to track the hours spent building the data base to determine the number of days paid. Each observation period thereafter they will receive three pre planned (3) UU days in the month following the observations to complete the data review and make any necessary changes to the database as proposed by the Steering Committee. Once the program is established, no longer than three (3) observation periods, this member of the Steering Committee will receive the number of days it took on average to complete the work in the previous year.

b. De-Identified Data will be forwarded to the full IPPSA Steering Committee for analysis within a timeframe mutually agreed upon by the Steering Committee.

5. Any Program documentation or material that requires approval of the Steering Committee to change, update, or revise will be clearly labeled as such.

6. Any claimed infraction of the requirements of the terms of the Program will be promptly reviewed and investigated by the Steering Committee.

7. If an infraction is found, the Steering Committee, by unanimous agreement, may suspend the Program until the infraction is resolved to the satisfaction of the entire committee.

8. Association representatives of the Steering Committee will be compensated by use of pre-planned UU days (4.5 credit hours per day). If such activities require an overnight stay, they will receive local transportation and hotel accommodations pursuant to the CBA Article 4.A. and B. They will be provided meal reimbursement by the Company in the same amount provided to inflight management employees.

9. Association representatives of the Steering Committee will be trained and compensated by use of pre-planned UU days (4.5 credit hours per day) prior to the launch of the Observer Training Program.

D. IPPSA SCHEDULER

1. A Scheduler will be appointed by the Association and will be responsible for the scheduling of trips, layover hotels and transportation for the Program Observers.

2. The Scheduler will be compensated 90 credit hours of pay, at their applicable rate for each month they perform the Scheduler duties, a minimum of thirteen (13) days off will be scheduled.

3. If the Scheduler is required to attend meetings or training in conjunction with their participation in the Program outside the month of observations, they will be compensated by use of pre-planned UU days (4.5 hours per day). If the meeting or training requires an overnight stay, they will receive local transportation and hotel accommodations in accordance with CBA Article 4.A and B. They will be provided meal reimbursement by the Company in the same amount provided to inflight management employees.

4. The Scheduler position is the point of contact for scheduling/rescheduling of an observation.

E. IPPSA OBSERVERS

1. The Association will perform all data collection and IPPSA observations under the Program. If the Association receives insufficient interest to form an adequate pool of applicants from the Association's membership, the Manager of Inflight Policy & Standards (or designee) and the AFA MEC President (or designee) shall mutually agree on other Flight Attendants eligible to apply to serve as IPPSA Observers. Observers must have at least five (5) years of Horizon Air Flight Attendant seniority.
2. The Association (MEC) will review all submissions and forward to the Steering Committee all approved candidates. The Steering Committee will select three (3) Flight Attendants who will serve as IPPSA Observers. Observers must not be in any step of discipline.
4. Observers will be required to complete a confidentiality form approved by the Company and the Association.
5. The Company will keep a current list of the names of Observers and post the list in a manner that is accessible to all Flight Attendants.
6. The Company or Association (as applicable) may request that any observer be removed at any time. All requests for removal will be referred to the Steering Committee. If the Steering Committee unanimously determines that the request demonstrates cause, the request will be honored. Removal as an observer will not be considered disciplinary in nature.
7. Observers will be compensated 90 credit hours of pay, at their applicable rate for each month they perform the Observer duties, a minimum of thirteen (13) days off will be scheduled. Observers will conduct no less than 20, and no more than 28, observations per month.
8. If an Observer is required to attend meetings or training in conjunction with their participation in the Program outside the month of observations, they will be compensated in accordance with CBA Article 3.C.2.c.(4): Compensation. If the meeting or training requires an overnight stay, they will receive local transportation and hotel accommodations in accordance with CBA Article 4.A and B.
9. If the Observer goes to the airport and is unable to conduct the observation flight as planned, they will work with the Scheduler to select an alternate flight if possible.
10. The IPPSA Observer will receive per diem in accordance with CBA Article 4.E.
11. If the observation flight/trip is scheduled or rescheduled into an overnight, the Observer will receive local transportation and hotel accommodations in accordance with CBA Article 4.A and B.
12. Observer duty and rest limitations will be consistent with the CBA.
13. Observers will not be required to work on an observation narrative during a RON but may choose to do so.
14. The Observer performing the observation will not be considered part of the FAA-required minimum crew, e.g. observers will not pre-board a flight on which they are scheduled to perform an observation.
15. An Observer may be converted to a member of the FAA-required minimum crew on a flight they are scheduled to perform an observation in order to prevent a cancellation at a station that is not a domicile or co-terminal. The Observer will not be converted if there is more than one Flight Attendant available for

required (i.e., non-voluntary) conversion regardless of their respective Occupational Seniority (e.g., a deadheading Flight Attendant will be converted prior to an Observer irrespective of Occupational Seniority). If converted, the Observer will complete the flight(s) until they reach a domicile or co-terminal, where they will be replaced, unless replacing the Observer at the domicile or co-terminal is not possible and the Observer wishes to fly an additional leg/s to reach their domicile. They shall be paid 200%: Straight Time for the trip (CBA Article 3.C.2.c.) and one times the trip rate paid above guarantee for all such flights in addition to the ninety (90) credit hour monthly amount. If an IPPSA Observer is converted to be a member of the FAA-required minimum crew on a flight, no IPPSA observation will be carried out.

16. The IPPSA Observer must carry all required items for duty as outlined in the FAM but will not wear a uniform or the company-issued Flight Attendant wings and/or nametag during observations.

17. The Observer will be booked non-bumpable positive space.

18. The Company may not require an Observer to adjust their schedule to perform observation duties. Any such schedule adjustments will be at the discretion of the Flight Attendant and will be without pay protection.

19. Observations and associated duties are considered Company Business responsibilities; accordingly, Observer attendance will not be recorded or tracked using the provisions of the CBA, Article 9.F.

F. IPPSA TRAINING PROGRAM

1. The Training Program for the Steering Committee and for training Observers must be approved by the Steering Committee. Both training programs and the individual/s conducting the training must be approved by the Association.

2. At a minimum, Observers will be trained on IPPSA ethics, Threat and Error Management concepts, observational coding and narrative write-up for contextual support, etiquette and rationale, and use of any forms and recording tools to include the protection of Identifying Data (flight number/date, crew names, observer names, etc.).

G. IPPSA OBSERVATIONS

1. Prior to the start of passenger boarding, the Observer must inform each Flight Attendant being observed. Working Flight Attendants may decline being the subject of an IPPSA observation up to fifteen minutes (:15) prior to posted departure time without question. If any working Flight Attendant chooses not to be observed, the observation will not take place on the flight, and the Observer will work directly with the Scheduler for rescheduling onto a similar flight to observe.

2. The Observer will not conduct training, provide instruction, or give direction to working Flight Attendants in conjunction with their observation duties. The Observer will not provide feedback to the working Flight Attendants regarding their observations except in the event of an immediate critical safety hazard. If such an event takes place, the involved working Flight Attendant(s) is (are) encouraged to file an ASAP report and follow the ASAP process.

3. Observers are prohibited from recording names, flight numbers, dates, aircraft tail numbers, city pairs, or any other information related to observations that can identify a crew or individual.

H. INFORMATION SHARING AND DATA SECURITY

1. The IPPSA Program will ensure the confidentiality and anonymity of Flight Attendants. No person is authorized or will be compelled to identify any Flight Attendant associated with data except where required by law, court order, or regulation.
2. In the event of termination of the Program or cancellation of this LOA, except where otherwise required by law, court order, or regulation, all Identifying Data will be destroyed.
3. Only De-Identified Data necessary to fulfill the requirements of the Program will be maintained. Either party to this LOA may submit requests for De-Identified data to the IPPSA Steering Committee, as applicable. Data will only be maintained for the express purpose of analysis within the scope of this LOA. The IPPSA Steering Committee must maintain copies of all data requests, including dispositions.
4. With respect to data reporting and analysis, the Association and the Company agree to use the LOSA Collaborative's standards (for Third-Party IPPSA) or industry standard definitions, values, and tolerances with respect to Errors (for In-House IPPSA). If mutual agreement cannot be attained by the Steering Committee, the matter will be referred to the Vice President, Inflight and the MECF for resolution.
5. The Association or the Company, as applicable, will be promptly notified of any third-party requests for disclosure of the Program Information. Appropriate FAA offices may be afforded access to the De-Identified Data only, provided the IPPSA Steering Committee gives unanimous approval. With respect to data reporting and analysis, the Association and the Company agree to use standards developed by the IPPSA Steering Committee.

I. IPPSA AND DISCIPLINE

1. IPPSA program data will not be used, in whole or in part, for any punitive, derogatory, or disciplinary action against Flight Attendants, individually or collectively; and,
 - a. Is inadmissible in any grievance proceeding; and
 - b. Must not be used to initiate, continue, or support any investigation into alleged Flight Attendant misconduct.
2. The Observer shall not be used in any manner to initiate, substantiate, or corroborate any investigation into alleged Flight Attendant misconduct, or to justify or require a Flight Attendant's submission to any instruction or training.
3. Any violation of I.1 and/or 2 above by the Company or an Agent of the Company will result in the automatic and irrevocable dismissal of proposed action against a Flight Attendant for those actions under control of the Company.
4. Notwithstanding the provisions of I.1 and/or 2 above, the Company retains the right to investigate concerns brought forward through other means not otherwise protected by an applicable agreement and to take corrective and/or disciplinary action unless otherwise protected by an applicable agreement (e.g., not sole source and not protected by ASAP). Any such inquiry or investigation will be conducted pursuant to the applicable provisions of the CBA and other standalone Agreements.

5. IPPSA Observers may not be disciplined for actions or inactions related to the performance of duties as an IPPSA Observer unless such actions or inactions directly result in a criminal act or an incident involving serious injury.

J. NO COMPETE CLAUSE

No other Flight Attendant line observation program(s) for the purpose of gathering Safety Management System (SMS) data will be implemented while this Program is in effect except by mutual agreement of the parties. Additionally, Flight Attendant line checks (i.e., check rides), Initial Operating Experiences (IOEs) and other training flights (including Flight Attendant trainee flights) will not be used for IPPSA observations.

K. TERMS OF AGREEMENT

This Program is effective as of November 1, 2025 and remains in effect unless either party cancels this LOA with no less than thirty (30) days advance written notice. If such notice is given, this LOA will then become null, and void and the Program will cease at the conclusion of the notice period.

All other provisions of the collective bargaining agreement remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto have signed this Letter of Agreement on Friday, September 26, 2025.

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

FOR:
HORIZON AIR, INC.

Sara Nelson
International President


Shelly Parker
Vice President, Inflight and Station Operation

Lisa Davis-Warren
Master Executive Council President

Richard Wrede
Senior Staff Attorney