EMPLOYER JOB ORDER FORM

<table>
<thead>
<tr>
<th>JOB TITLE</th>
<th>JOB ID</th>
<th>OPEN DATE</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provisioning Agent</td>
<td>17445</td>
<td>12/16/2019</td>
<td>San Jose</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HOURS/WEEK</th>
<th>SALARY</th>
<th>WORKDAYS</th>
<th>SHIFT/HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>40</td>
<td>$17</td>
<td>Sunday-Saturday</td>
<td>Varies</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>REQUIRED FOR POSITION</th>
<th>REQUIRED EDUCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fingerprints, Drug Screen, Background Check, CA ID</td>
<td>None</td>
</tr>
</tbody>
</table>

JOB DESCRIPTION

We are committed to providing our Employees a stable work environment with equal opportunity for learning and personal growth. Creativity and innovation are encouraged for improving the effectiveness of Southwest Airlines. Above all, Employees will be provided the same concern, respect, and caring attitude within the organization that they are expected to share externally with every Southwest Customer.

***If you are NOT selected for this role, you will not be eligible to reapply for this position at SJC for 12 months from the day of interview***

***Southwest Airlines will consider your interest for the SJC Provisioning Agent role if you are currently a resident of the state of CA***

Provides legendary Customer Service by assuring aircraft is provisioned and fully serviced with supplies while in compliance with Company, contractual and regulatory requirements.

WORK ACTIVITIES/CONTEXT:

- Provides friendly service to and maintains positive relationships with all internal and external Customers.
- Works in a cooperative spirit to ensure the success of our Company.

Warehouse Area:

- Works in warehouse, preparing items for stocking and operating forklift and pallet jacks as necessary. Packs and repacks liquor, beer, wine containers and completes inventory with an electronic device.
- Loads and stores multiple bags of ice for loading onto provisioning trucks. Handles 30 or more bags of ice a day per shift.
- Prepares perishable items for stocking on aircraft.
- Reviews flight information to plan for snack flights. Consolidates snacks which are consumed for future flights. Packs and repacks entertainment kits and assures aircraft is equipped with such kits.
- Keeps work area clean by sweeping, mopping, wiping down counter tops and organizing warehouse supplies. Maintains provisioning truck in a clean orderly manner. Prepares for the provisioning of flights by stocking provisioning trucks with items from the warehouse on a frequent basis.

Ramp Area:

- Loads, unloads and services Company aircraft. Transports company material (COMAT) to and from aircraft.
- Performs job in a safe manner in compliance with Company, contractual and regulatory requirements. Safely
drives and operates a provisioning truck in the airport ramp area. Works in the vicinity of and between passenger terminals, aircraft, hangers, jetways, warehouses, and air freight facilities, both indoors and outdoors. As qualified, operates all motorized ground service equipment (including bag tugs, golf carts, forklifts, pallet jacks, and passenger vehicles) assigned by the Company to complete airline operations.

• May be exposed to a wide variety of weather conditions, jet and machinery noises, dirt and dust for extended period of time.

• Stocks the aircraft galley with ice, beverages, soda, pre-packed liquor, beer, wine, snacks, cups, paper products and other provisions. Equips aircraft cabin interiors for flights with equipment and supplies such as passenger amenities.

• Empties trash receptacles, mops galley areas, mops lavatory floor, restock lavatory compartments, and wipes/cleans galley and lavatories. Hand cleans interior of aircraft by hand sweeping and dusting, and uses specialized cleaning fluids and materials, using mechanized cleaning aids as required. Transports cabin, commissary, and cleaning equipment between aircraft and storage areas.

• Provisioning aircraft must be accomplished during a prescribed ground time.

General:

• Works as a member of lean staff operating out of cities served by the airline.

• Wears visual identification required by the Company, prominently displayed for ready recognition.

• Responds to internal Customer inquiries.

• Attends initial and ongoing training (classroom and on-the-job), and keeps current on knowledge, information, and equipment to gain proficiency.

• Duties may vary by size and organization of Provisioning Station.

Must be able to meet any physical ability requirements listed on this description.

May perform other job duties as directed by Employee’s Leaders

3 TO 5 KEY SKILL SETS REQUIRED

Southwest Airlines is an Equal Opportunity Employer.

BASIC QUALIFICATIONS:

• High School Diploma, GED or equivalent education required.

• Must be at least 18 years of age.

• Must have authorization to work in the United States as defined by the Immigration Reform Act of 1986.

EDUCATION:

• High school diploma or equivalent required.

WORK EXPERIENCE:

• Previous airline experience preferred

LICENSE/CERTIFICATION:

• Must be able to obtain a Security Identification Display Area (SIDA) badge and meet all local airport requirements.

• Must possess a valid U.S. driver’s license.

• May be required by Station Leadership to obtain a Customs Seal and meet all requirements to work international flights.

PHYSICAL ABILITIES:
• Must be able to perform the job functions within a limited space and able to lift and move items of 70 pounds and/or, more on a regular basis and repetitively lift weights of 25 to 65 pounds on raised surfaces.
• Must be able to observe, and discern safety practices and communicate with Team members verbally and in writing.
• Must be able to bend, stretch, and squat to position self while working in the designated work areas including aircraft galleys, provisioning vehicles, warehouse/office area, and other designated work areas.
• Must be able to operate cutting tools to open supply boxes.

SKILLS/ABILITIES/KNOWLEDGE/WORK STYLE:
• Must be able to read, write and fluently speak and understand the English language.
• Must be able to successfully complete Provisioning Agent training (classroom and on-the-job) and probationary and/or evaluation period. Prior to completion of probationary period, Employee must abide by the Probationary Attendance Control Policy. Employee must maintain a satisfactory rating on all performance evaluations, which are given at 50 day, 100 day, 150 day and annually.
• Must be aware of hazardous situations and be able to handle emergencies as needed.
• Must work under tight time constraints to accomplish quick turns of aircraft.
• Must be alert to moving vehicles, aircraft, or personnel.
• Must be able to use radio equipment.
• Must be able to communicate information and instructions verbally and/or with radio equipment.
• Must be able to type and/or use computer keyboard with sufficient speed to meet demands of the job.
• Must be able to work on provisioning trucks and provisioning stands at heights of 10 feet or above.
• May be required to work holidays and weekends.
• Must be able to read documents, follow instructions, learn and understand provisioning procedures, rules, and regulations including federal and local security regulations.
• Must be able to comply with Company attendance standards as described in established guidelines.

OTHER QUALIFICATIONS:
• Must be able to work various shifts including nights, weekends, holidays, and overtime as outlined in the labor agreement.
• Must be at least 18 years of age.
• Must maintain a well-groomed appearance per Company appearance standards as described in established guidelines.

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