



Inflight Fatigue & MOU Frequently Asked Questions

INTRODUCTION & PURPOSE

Fatigue is a complex issue that affects safety, performance, and overall well-being of our Flight Attendants and operation. The revised Fatigue Memorandum of Understanding (MOU) demonstrates a renewed commitment to identifying, addressing, and mitigating fatigue-related risks throughout the operation.

This revised MOU introduces a more structured and transparent process, improves how fatigue reports are categorized, and strengthens the link between reports fatigue and meaningful outcomes.

This FAQ provides an overview of the updated program and outlines Flight Attendant responsibilities and expectations related to fatigue management.

PROGRAM OVERVIEW

Q. What is the Allegiant Inflight Fatigue Risk Management Program (I-FRMP)?

A. The I-FRMP is a structured FAA mandated and approved company program designed to identify, track, and mitigate flight attendant fatigue by collecting data and implementing corrective actions.

Q. What Is the Fatigue Risk Review Committee (FRRRC)?

A. The Fatigue Report Review Committee (FRRRC) is a collaborative group made up of representatives from Inflight Management, the Flight Attendant Union, and Crew Services. The committee, overseen by the Safety team, is responsible for reviewing fatigue reports submitted by Flight Attendants, ensuring each report is assessed with fairness, consistency, and in accordance with the objectives of the Inflight Fatigue Risk Management Program.

The FRRRC identifies trends, analyzes root causes, and recommends appropriate follow-up actions, including feedback, scheduling changes, or compensation when applicable. The committee plays a vital role in promoting safety, reducing fatigue risks, and driving continuous improvement in the overall inflight operation.

FATIGUE REPORTING PROCESS

Q. What is fatigue?

A. Fatigue can be defined as a state of physical and/or mental exhaustion that can significantly impair a person's ability to perform work safely and effectively. It can be caused by factors such as insufficient rest, long duty days, circadian rhythm disruptions, and operational stress.

Q: How do I report that I am fatigued?

A

1. Call Crew Services as soon as possible to report fatigue. If you are able, attempt rest before calling out—unless rest is not possible due to a traumatic or life-threatening event.
2. Submit your fatigue report within 48 hours of the end of your duty day using Coruson (S.W.A.P > AirSMS).
3. Need more time? If there are extenuating circumstances that prevent you from filing the fatigue report within the 48 hours, please contact the Allegiant Safety Hotline at 702-800-2030 to explain your delay and provide an estimated submission date.

Q. What details should I include in my fatigue report?

A. Flight Attendants should submit a thorough and honest account of the circumstances surrounding their fatigue. The report should include:

- **Work conditions:** Outline factors such as scheduling challenges, delays, trip length, reserve assignments, or irregular operations that may have contributed to fatigue.



- **Rest history:** Provide details about the quantity and quality of sleep and rest in the days leading up to the event.
- **Personal mitigating factors:** Mention any outside influences like home responsibilities, commuting time, or personal stressors that may have impacted rest and recovery.
- **Fatigue countermeasures:** List any steps taken to manage fatigue before calling out, such as napping, caffeine use, or adjusting your sleep schedule.

FATIGUE REPORT EVALUATION

Q: How are fatigue reports evaluated under the new MOU?

A: In the past, fatigue reports were either accepted or rejected based solely on whether the cause was linked to company and operational factors. Under the revised Fatigue MOU, reports are no longer accepted or rejected based on company induced factors. Instead, they are reviewed and placed into one of the following categories, allowing for a more nuanced and fair process:

Fatigue Report Categories:

1. **Operational, Company, or Uncontrollable**
 - **Definition:** Fatigue caused by delays, misconnects, reschedules, or other operational factors beyond the Flight Attendant's control.
 - **Outcome:** These reports will be compensated per the CBA and will not result in attendance points.
 - **Example:** A Flight Attendant experiences excessive delays across multiple duty periods, reducing rest.
2. **Personal or Personal Scheduling**
 - **Definition:** Fatigue due to non-operational factors such as personal responsibilities, poor sleep unrelated to duty, or self-scheduling decisions.
 - **Outcome:** These reports are unpaid and do not result in attendance points. Flight Attendants may use available sick time by submitting a Crew Payroll JIRA Form.
 - **Example:** A Flight Attendant is unable to rest due to a family obligation or personal stressor.
3. **Forecasting or Excluded**
 - **Definition:** Fatigue reported prematurely (forecasting) or reports that do not meet the intent of the program (excluded).
 - **Outcome:** These are unpaid and may result in attendance points or corrective action if misuse is found. Flight Attendants may request to use available sick time, subject to the discretion of Inflight Management.
 - **Example:** A Flight Attendant calls out fatigued too early into a rest period, before attempting recovery.

Q: Do I need to categorize my report myself?

A: No. The FRRC will review your report and assign the appropriate category based on the information you provide.

Q: What happens after my report is reviewed?

A: You will receive an email with your report's categorization and any applicable corrective actions.

Q: Can I appeal my categorization?

A: Yes. You may submit an appeal to inflight.safety@allegiantair.com within 30 days, with additional information not previously included. Appeals are limited to once every 6 months.



PROACTIVE REPORTING & FORECASTING

Q: What is proactive reporting?

A: Proactive reporting occurs when a Flight Attendant feels elevated levels of fatigue but is still able to safely complete their assigned duties. The Flight Attendant submits a report to highlight that similar circumstances could lead to fatigue in the future.

These reports are reviewed by the FRRRC and Inflight Safety Team and are used to identify potential hazards, support data analysis, and assist the Company in implementing proactive fatigue mitigation strategies.

Q. Can I report fatigued before attempting rest?

A. No. Reporting fatigue before attempting rest—known as forecasting—is not permitted. These reports may result in categorization as unpaid and potential assessment of attendance points under the Flight Attendant Attendance Policy.

PEER-TO-PEER COACHING

Q: What is a Peer-to-Peer?

A: A Peer-to-Peer is a required, non-disciplinary conversation between a Flight Attendant and a TWU labor representative (who is also a flight attendant), initiated when the FRRRC identifies patterns or misuse.

This session offers support and guidance to promote appropriate fatigue program use and help resolve contributing issues.

Topics commonly discussed during a Peer-to-Peer:

- Time management and rest planning
- Scheduling practices and trip selection
- Fatigue countermeasures
- Clarification of program expectations (e.g., forecasting, 48-hour rule)
- Recurrent fatigue causes or personal contributing factors.

Peer-to-Peer Expectations

Once a Peer-to-Peer session has been completed, the expectation is that the Flight Attendant will take proactive steps to apply the feedback and strategies discussed, with the goal of reducing the likelihood of future fatigue-related incidents.

NOTE: Failure to complete a Peer-to-Peer will result in referral to Inflight Management for formal follow-up under Performance.

FATIGUE PROGRAM MISUSE

Q: What constitutes misuse?

A: Misuse includes calling out without valid fatigue indicators or failing to act on prior guidance issued in a peer-to-peer. Misuse weakens the program's effectiveness and may lead to corrective action.

Examples include:

- Forecasting without attempting rest
- Submitting vague or incomplete reports
- Continued callouts for the same cause despite Peer-to-Peer coaching.
- Failure to submit a report.
- Utilizing the IFRMP to circumvent the Flight Attendant Attendance Policy

Consequences may include:

- Categorization as Excluded



- Assessment of Attendance points
- Referral to Inflight Management to address under Performance if misuse continues.

COMMITMENT TO SAFETY & SUPPORT

Allegiant remains committed to a culture where safety and well-being come first. The fatigue program is not just a process—it is a shared responsibility. Thank you for using it with integrity and helping us maintain a safe, supportive, and high-performing operation.