Summer

Unity

2014

THE MAGAZINE OF TWU LOCAL 556

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One thing has remained the same ... we DO have fun!

SHUTTLE VAN MEDITATION

UNITY Magazine Summer 2014

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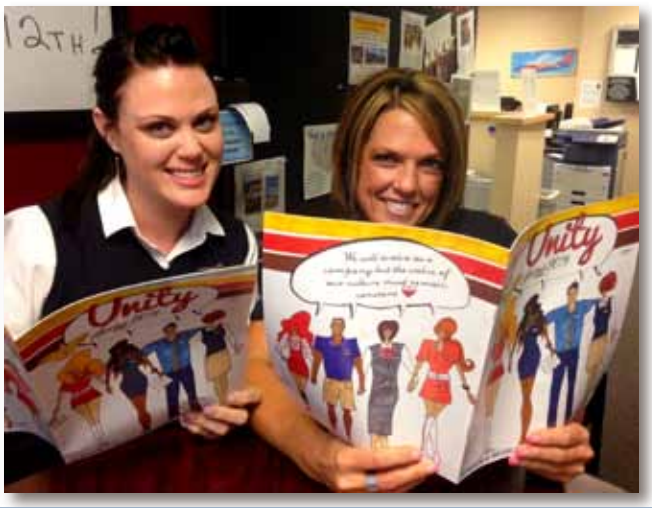

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Letters to the Editor may not be considered if the length of the submission exceeds 200 words and/or depending upon space available in the issue. All letters must contain your name, Base, Employee number, and contact information.

Articles submitted to Unity will not be considered for publication if they are libelous, defamatory, not factual, in bad taste, or are contractually incorrect.

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The views expressed in Unity do not necessarily represent those of TWU Local 556 or TWU International. This publication is intended only to educate and inform TWU Local 556 Members. It is not intended to officially establish or clarify past practice, Contract language or grievance/arbitration positions. It is therefore not to be utilized or relied upon by any person or party as evidence of the Union's position on any past practices, Contract language, grievances/arbitrations or any other disputes or issues between TWU Local 556 and Southwest Airlines.

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Letter from the Communications Committee

by Cuyler Thompson

Herb Kelleher said that, "When I started working on Southwest Airlines, I kid you not, only people flying on business and very wealthy people ever flew." From the aft end of a sweaty 737-300 in August, surrounded by family vacations and bachelorette parties, Cuyler Thompson observed, "My, how things have changed." Southwest Airlines was founded upon change, after all: we gave America the Freedom to Fly! It's part of our DNA. Heck, we're one of the only airlines that still doesn't charge our Passengers a "Change Fee" when they need to rearrange their itineraries. We embrace change and we recognize that it's necessary.

I recently came upon Spencer Johnson's book, *Who Moved My Cheese?* that Colleen Barrett sent to Southwest Airlines Employees several years ago. It's a great book and my LUV for Colleen was renewed all over again as I sat down and read it one more time. The book's lessons have really come in handy lately. In the last two years, our Flight Attendants have experienced changes like never before. The tenth time my "C" Flight Attendant told me that she had checked the equipment AND counted the lap children AND secured the cabin AND armed her door AND briefed the overwing exit, I was tempted to stab her in the neck with a stir stick. I'm the first to admit that even the small changes like "Doors Armed" and now "Cross-Checked" are wearing upon me. However, I recognize that all of these procedural changes are necessary to ensure compliance with FARs and keep us from making mistakes, but lately it just feels like my "cheese" is being moved (sometimes hidden) every time I show up for work! Spencer Johnson says in his book, "Change happens when the pain of holding on becomes greater than the fear of letting go…and the quicker you let go of old cheese, the sooner you find new cheese."

Herb says, "If you don't change, you die." Herb gets to the point.

The extremely talented and beautiful Houston Flight Attendant **Ashley Watson** created the cover of this issue of Unity Magazine. I LUV her interpretation of the changes that we have experienced over the years. Several of our Members have written articles for this issue addressing "change." I hope you appreciate and are inspired by this issue as much as I am. It has been fun and I have learned a lot creating this issue with the talented authors, the Editorial Team and the other Members of the Communications Team, Robin Brewer and Erich Schwenk.

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Note from the Editor -

The Contract Negotiations 101 article, published in the Spring 2014 issue of Unity Magazine, was originally published in October 2002 and reprinted in October 2007. The article was updated for its most recent publication by Brett Nevarez. As the editor of the magazine, I failed to recognize Denver Flight Attendant Allyson Parker-Lauck for her authorship of the original article. Please accept my apologies.

Letter to the Editor -

Michael Broadhead, Phoenix, 33877 submitted this letter in response to the Culture-themed Spring 2014 Unity Magazine.

Our "culture" must have a flawed side, because we are human. A full perspective of SWA culture would include the behaviors and actions that harm, disrespect and demean. Why wasn't all that we do equally considered as parts of culture in Unity? Is the assertion that culture is only those things deemed positive? Why the disconnect? Don't we strive to learn good from those mistakes as well?

Elements of our Culture also include; Not being in the required uniform. Refusing to do the long haul service. Hiding in the terminal rather than assist the early inbound crew. Ignoring safety. Refusing to follow FARS and Company procedures. Base and airline bashing. Ignoring airline employees by not greeting them. Insulting our Passengers over the PA in a punitive manner. Berating Co-workers that follow Policies, FARs and Safety. Not tidying the aircraft sufficiently or restocking. Not paying cash posted on trip trades or Union dues. Insulting lies/attacks on social media about Co-workers.

It seems by our own actions, the definition of "culture" could have been a bit more inclusive-and honest, with no harm.

The goal in striving to retain our Culture also means striving to equally identify and eliminate those things we do that are mean, ineffective, selfish and unprofessional.

One more article (in addition to the six) with our Union Leaders addressing where we can directly improve culture by identifying and eliminating the behaviors that kill culture fastest was more than deserved.

President's Message

by Audrey Stone

Throughout this issue of Unity Magazine you will see articles that touch on the theme of "Change" from various Flight Attendant perspectives. Even those of us who have been around for just a few short, fast years have witnessed changes in leadership, policies, procedures, aircraft, the Contract, and destinations, both as Employees of Southwest Airlines as well as Members of the Transport Workers Union Local 556. I think we would all agree that some changes have been positive and some negative, although we might not all agree on which ones fall on the plus or minus side! While Southwest Airlines Flight Attendants are certainly no strangers to change, I want to focus on one particular change that appears to have occurred this year: the increased reroutes, reschedules, and hotel issues that are negatively affecting your quality of life.

When we rang in the New Year on January 1, I trust that no one could have predicted the mess that would occur within the Southwest Airlines operation beginning with the Polar Vortex. All Union Leaders received detailed information in the weeks that followed outlining the many facets of our systems that were strained, both due to external forces like the weather and internal forces like decisions made to continue sending aircraft into Chicago-Midway long past when planes should have been diverted elsewhere. Despite the fact that our operation stabilized during the second week of January, I think the Polar Vortex highlighted some cracks within our existing operation. Some of these cracks cannot easily be repaired and will take time to fix, and I know that you are paying the price.

There is a long list of reasons contributing to the challenges you're experiencing – the Pilot's FAR 117 that went into effect in January, triggering planes full of Passengers and Crew to be stranded when the Pilots time out; an upswing in the economy causing hotel room occupancies to be high, making it difficult to secure hotel rooms when Crews do not end up where they're supposed to; a Scheduling Department whose basic structure has remained the same despite the increased size of our operation; and Network Planning's decisions on how to route our aircraft and Passengers, flying planes to the maximum and allowing Passengers to book flights with minimal connection times. Management has also stated that increased absenteeism within our Workgroup has contributed to the problem as well, with what they believe to be discretionary use of sick leave. There is no doubt that calling out sick for any reason other than your own legitimate illness is wrong, and your Co-workers who come to work suffer as a result. However, sick calls are by far not the sole or even main contributing factor in what you are currently dealing with.

You have been experiencing longer days because of flight delays that then cause reschedules because you misconnect. You then end up in a different city than scheduled, without a hotel room. Now you're left dangling, trying to figure out which hotel you should go to. You may be told to take a cab and submit for reimbursement, and that's if Scheduling is able to secure a hotel room for you at all. Your Crew rest is now shortened as a result of your longer day.

Our Grievance Team takes your calls and inquires about your individual circumstances, and answers your questions about filing a grievance. You'll read an article further in this issue from one of our Grievance Team Members, but the reality is most situations involving reschedules are not a violation of our current Contract.

If you're following our Negotiations Updates, you may be tired of hearing that we continue to address the situation at the negotiating table but that is a fact. While the Negotiating Team simply cannot give specific details about our discussions with Management, this remains our top priority at this moment. While we will never be able to negotiate away the fact that we are working in the airline industry and reschedules will continue to happen, we are trying to look at the "where, why, what and how" that surrounds them in order to try to decrease the frequency moving forward.

I understand that many of you have been living this nightmare over and over again when you come to work. I also know you may feel I, as your Leader, either don't know, don't care, or am not addressing the situation. This couldn't be further from the truth. Although I have addressed these concerns through various communication forms since January 1, I felt like it was important to let you know that these issues have not been forgotten or put on the back burner. I know you are frustrated; I'm frustrated too. Almost every conversation I have had with another Flight Attendant over the last few months, whether in the back galley, lounge, or over the phone, has been about reschedules. It's usually started with, "What is the Union doing about the out of control reroutes?" and sometimes it's "What are YOU doing about this?" I share your frustration, and I continue to address the situation with Southwest Airlines Leaders, both at and away from the negotiating table.

Some changes, like FAR 117, appear to be with us for good and Southwest Airlines must plan accordingly. Other changes on the horizon, like a change in our flight schedule, should also help these problems. In the meantime, I know that as frontline Employees, you are the ones who suffer. To those of you who continue to show up, put a smile on your face despite your frustrations, and spend your day on our planes ensuring the safety and comfort of our Passengers: Thank YOU. You are the reason we are the best Flight Attendants in the industry, and I am honored and proud to represent you.

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Audit Needed

by Kyle Whiteley

On Sunday, July 13, Southwest Airlines had 3,314 flights scheduled. Of those flights, my Crew worked four (or 0.0012 percent). It required approximately 1,141 other Flight Crews (A, B, and C, plus 172 D) working an average of 2.9 legs per day each to cover the remainder of the day's planned flying. And, there will be almost 12,000 Flight Attendants on the seniority list come this August, and that my good reader is the big picture: Southwest Airlines has changed. We're big.

In March, Herb and Gary released a video on SWALife where they discussed several topics related to our Company and industry. A good portion of that conversation focused on change. "If things change faster outside your Company than they change inside your Company, you've got something to worry about," Herb said. "You know, what we're talking about here is your future. If we don't change, you won't have one."

We have certainly changed. In fact, the overall changes we have experienced over my career have been remarkably positive. New earnings being generated from optional boarding, pets, and onboard entertainment has not taken anything away from those who choose not to participate, and with the acquisition of AirTran, the locations that we now fly to were never even on the radar when I started. Heck, I'm still amazed that we can successfully trade trips on our phones.

Some of the changes that we have experienced have not been so positive, however. The beginning of these changes happened years ago with the launch of a program called Redefining Excellence. Management took a hard look at the hardest working Employees in the industry, and decided that they could work harder by reducing head count. Positions all over the Company were downsized, and our aircraft were no longer swarmed upon our arrival in preparation for our next flight. Fortunately, we are required to have a minimum number of Flight Attendants on an aircraft, so the impact to us was not as great as to other parts of the Company. There is great value in getting the most of your Employees, but with today's loads and the amount of luggage and freight we are carrying, maybe someone should define "acceptable."

This leads me directly to one of the issues that affect us most today: delayed flights. Over the past year I have apologized to our Passengers more than ever before. Are all of our flights late? No, but enough of them are that we are getting some really bad press. After speaking with a member of our Negotiating Team, I learned that connecting Passengers and local airport management do not fully draw upon available facilities and resources, resulting in the highest number of delays.

These days, connection times have been reduced in an effort to maximize our fleet utilization. These tight connections are a direct result of Management's efforts to reach a fifteen percent return on investment (ROI). An ROI is the amount of revenue generated by an investment divided by the cost of the investment. We should reach that goal by the end of the second quarter. Congratulations us!

While this fifteen percent ROI is fantastic for many of us as shareholders, those Passengers who misconnect or end up spending the night at the airport due to an up-line delay or holding out for a gate might not feel the same way. This is where social media becomes our worst enemy. An overstated delay written to three hundred friends leaves a lasting impression, even worse when someone shares a similar story in the thread. If the big picture is that Southwest has grown and changed, the small picture will always be the individual passenger. What is the ROI for a passenger's loyalty divided by unmet expectation?

No matter how many deficiencies a Customer encounters during their trip or if they make it through the Southwest system unscathed, Flight Attendants have a major impact on their travel experience. Challenge: find someone during your flight and simply ask them, "Where ya headed today?" or "Are ya headed home?" These are the simplest questions and 99 percent of the time you will get a quick answer and maybe launch into a short but interesting conversation. Of course, smiling every now and then also helps. This is what keeps our Passengers coming back to Southwest time after time after time. I know I'm preaching to the choir. If you pay attention to Union and Company news, you already know what is going on, and how important it is that we make a lasting impression.

Kyle Whiteley is a Denver-based Flight Attendant

Airline Angels

by Robin Brewer

With the anniversary of September 11th upon us, it seemed appropriate to highlight the annual efforts Houston-based Flight Attedants ***Crystal Reven*** *and* ***Debbie Aylor*** *in their dedication to the Travis Manion 9/11 Heroes Run. The annual 5K Run/Walk encompasses over fifty communities and over 50,000 participants with ONE common goal: Never forget the sacrifices of the heroes of September 11th and in the wars since. Those heroes are veterans, first responders, military and civilians. Funds raised in the 9/11 Heroes Run are donated to the Travis Manion Foundation (TMF), which offers veterans and families of the fallen unique opportunities of empowerment to achieve their goals. TMF believes that the best way to honor the fallen is by challenging the living to lead the "If Not Me, Then Who?" movement and inspire others to continue the service to community and country exemplified by the nation's fallen heroes.*

In 2011, Crystal and Debbie were inspired to put together a team with a goal to recruit twenty-five participants to represent each fallen Flight Attendant of 9/11; if more registered, then the eight fallen Pilots could be represented as well. They exceeded the goal and the team consisted of over 30 Flight Attendants, one Pilot and several civilians and children; some runners, some walkers. These participants were known as "The Southwest Crewsers." Each year, the Flight Attendants wear their uniform wings and everyone wears an 'In Remembrance' button bearing the name of one fallen Crew Member of September 11, 2001.

Four years later, "The Southwest Crewsers" are still a very special team in the local 5K run/walk, as they are the first and only team to participate in honor of the fallen Crew Members. For some, this is not only a test of physical endurance, but also an emotional experience as they remember that day all too well.

The team is currently assembling and preparing for the event at Ellington Field on September 6, 2014. If you are a runner, walker or just want to honor these heroes, you are invited to participate in The 9/11 Heroes Run on The Southwest Crewsers" team. This year's goal is to represent not only the fallen crew of 9/11; but also the fallen crew of Malaysia Airlines flights 370 and MH17.

Contact Crystal Reven or Debbie Aylor in the Houston Base for more information. Better yet, "The Southwest Crewsers" challenges you to create your own "If Not Me Then Who?" moment by starting your own team at an event near you. Visit: http://www.travismanion.org/get-involved/911-heroes-run/ for more information.

Robin Brewer is a Las Vegas-based Flight Attendant and a Co-Chairperson on the TWU Local 556 Communications Committee

"I crossed the finish line and a volunteer handed me a metal chain with dog tags. I just finished my first 5k race, a personal accomplishment for me because as recent as the day before, I did not know if I could - physically or emotionally. Just past the finish line on my way to our meeting spot I heard Brad Paisley's song "When I get to where I'm going", a very familiar song as it was just played at my Dad's funeral three days earlier. Unable to fight back tears this time, not only had I gotten to where I was going today, but I realized that I had just had an "If not me then who" moment. Today was a great day with great memories to combat the ones from 10 years earlier." Crystal Reven

Debbie and Crystal

Future Change

by Todd Gage

As I look back at my 16-year career as a Southwest Airlines Flight Attendant, I can't help but think of all the changes that have taken place. It seems like the biggest changes at our airline have occurred most recently. So when are things going to slow down so we can assimilate to this ever-changing environment!!?? The answer to that is…not anytime soon. Embracing change is not always an easy thing to do. However, if we start looking forward at some of the changes that we know are just around the corner, it might make the transition a little easier.

One of the biggest changes on the horizon is the new aircraft that have been ordered. In 2017, Southwest Airlines is expected to take delivery of the new Boeing 737 MAX. There will be two different versions of this aircraft, the MAX 7 and MAX 8. Although the galley design and cabin interiors of these aircraft have not been released, let's keep our fingers crossed that they will be more user friendly and make for a more comfortable flying experience.

Another change that we can expect is the addition of more international flying. Southwest Airlines has already announced 50 different international cities that have the potential of joining our current route structure. Side Letter 10 of our Collective Bargaining Agreement also allows for them to expand north of the border as well as farther south than what we currently fly. Both Houston's Hobby (HOU) and the Fort Lauderdale (FLL) airports are under construction with anticipation of future international expansion. Terminal One at Los Angeles International (LAX), where we currently fly out of, is also undergoing major renovations. Part of the renovation is an addition of a passenger connection to Terminal Two that has both Customs and Immigration. Will this be our next international gateway? We will have to wait and see.

By October of this year, flights from Dallas Love Field will be able to fly beyond its current boundaries. In case you have missed the news, the Wright Amendment will be ending soon. This new change will hopefully create additional pairing options for our Dallas-based Flight Attendants. Changes that they never had before.

The most important item in the TWU Local 556 world that will experience some kind of future change is the Collective Bargaining Agreement. We have currently been in Contract negotiations for over a year. Based on the information provided to us by our Negotiating Team, our Membership and Management expressed their desire for some change to the current Contract. What that change will look like and when we will have the opportunity to vote on that change depends on the direction Negotiations head.

There is a famous saying, *one must evolve or else it will dissolve.* Without change, this evolution cannot take place. Southwest Airlines continues to evolve from what was once a three-destination airline into an international carrier with many different destinations. Although we cannot predict the future, we can be rest assured that change will always be on the horizon.

> One must evolve or else it will dissolve.

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Treasurer's Report

by John Parrott

I returned as your Financial Secretary-Treasurer a little over a year ago and am pleased to report great improvement in the financial health of TWU Local 556. While I cannot give you the exact numbers in this article, I will share that we have cut costs without cutting our services to you. The Executive Board recently reviewed the June 2014 Financial Report and compared the Union's financial state last year with where we are now. For this article, I will compare our current financial state (July 2013 to June 2014) with last year's financial state (July 2012 through June 2013), and highlight a few improvements.

Similar to any business organization, salaries are the largest expense for TWU Local 556. We refer to salaries as "Lost Time." This expense is down over 23 percent year-over-year, a reduction of over $900,000. This has provided the most benefit to returning our Net Worth to where it was prior to July of 2012. We have achieved this dramatic decrease by doing more with less. For example, our team in the Dallas Union Office, while having fewer people on staff, continues to answer your calls and file grievances on your behalf. This isn't to say we won't ever hire additional people but will do so only as needed.

We have made great improvements in our travel expenses. Hotel and rental car expenses make up the largest part of this line item in our budget. Travel-related expenses have been reduced over 36 percent in the last year, saving our Union over $100,000. One example of how this expense was reduced was leasing an apartment and car for the Negotiating Team instead of paying weekly hotel bills and renting cars for each Negotiator.

Arbitrators, Attorneys, CPA'S, Public Relations and Investment Advisors make up our "Professional Services" expenses. By reducing the usage of their services, this expense has been lowered 18.2 percent, saving more than $95,000.

All in all, the expenses of TWU Local 556 alone have been lowered almost $1,100,000 over the past year. One point one million dollars is a lot of your hard-earned dues money that can go towards negotiating and maintaining the industry-leading Contract that all of us deserve. I encourage each of you to attend one of the Membership Meetings so you can see the financials reports for yourself a little more in detail.

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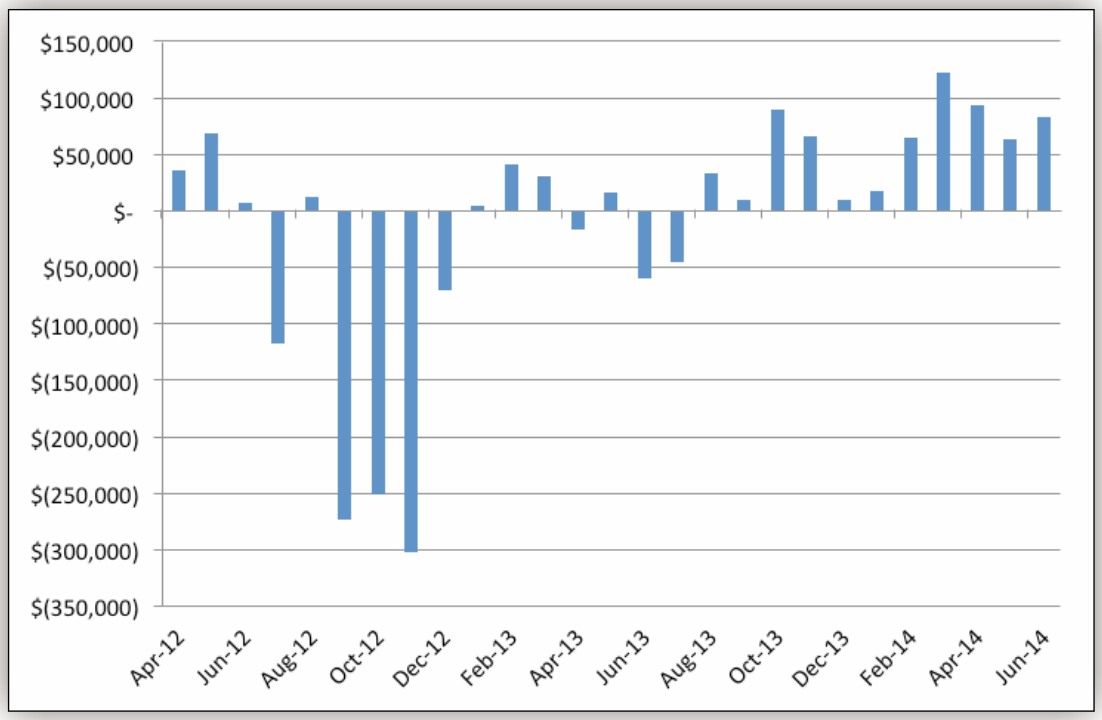

This graph is a chart of Net Income over the time period referred to in this article. Net Income is derived from taking the income we receive each month and subtracting the expenses.

Readbox, Flight Attendants Reaching Out

by Tina Coffee and Karen Amos

Child Illiteracy is a growing problem in our nation. Where does illiteracy start and what can we do to help alleviate it? According to *firstbook.org,* "Learning to read is critical to a child's success – both in school and in life. Literacy is one of the best predictors of a child's future success. But a child without access to books won't have the chance to become an engaged and capable reader. This is the reality for children who are growing up in poverty; books are scarce. In some of the lowest-income neighborhoods in the country there is only one book available for every 300 children."

Young children whose parents cannot read and who are not read to from an early age, start their education behind children who have been read to. Approximately 60 percent of low-income families have absolutely no children's books in the home at all! Reading is a practiced skill that develops and improves with time and repetition. Therefore, if a child is not exposed to reading outside of the classroom, or for one reason or another shows no interest in reading, odds are that child will grow up experiencing functional illiteracy.

Functionally Illiterate people can read and write on an extremely low level. However, it is difficult to manage daily living and work in an environment that requires reading and comprehension beyond the most elementary level. The lack of strong reading comprehension skills obviously affects a student's success in school. Academic progress depends on understanding, analyzing, and applying the information gathered through reading. But it goes much further than that. Poor reading comprehension skills have also been linked to poverty and crime. Without good reading and comprehension skills a child is extremely disadvantaged and will probably remain in a cycle of poverty.

Shocking facts to consider:

- Over 60% of inmates in the U.S prison system have reading skills at or below the fourth grade level.
- 85% of U.S juveniles in prison are functionally illiterate.
- 43% set of adults with extremely low reading skills live at or below the poverty line.
- Nearly 2/3 of students who reach the fourth grade without proficient reading skills end up on welfare or in prison.
- People with low literacy are more likely to need unemployment checks, food stamps and subsidized housing which costs the taxpayers a lot of money.
- The annual U.S. tab for low illiteracy is 606 billion dollars.

How in a small way can we help with a very BIG problem? The answer is by giving or volunteering for one of many organizations listed on the web that are designed to help children read.

Transport Workers Union Local 556, the Union of Southwest Airlines Flight Attendants, is committed to doing our part. We have so many goodhearted, LUVing Members, that we felt a Book Drive is a way that we can all "Give Back."

The more that you read, the more things you will know. The more that you learn, the more places you'll go.

~ Dr. Seuss

Starting August 1 through September 30, we will be collecting new and gently used children's books for age groups from preschool to Junior High school level. Look for the RED "readbox" in Base Lounges, to donate your books. These books will be given to local Non-Profit Organizations in your community that accept and distribute books FREELY to programs that help children and their parents read. Once your Domicile reaches the goal, you Union will sponsor a Pizza Party!

So, start clearing out those bookshelves in your home. Peruse thrift stores, garage sales, estate sales and gather up any dusty books from your family, relatives, and friends. Perhaps you had a favorite book when you were growing up that really impacted you in some way. Find a copy of it and drop it in the READBOX in your lounge. There are so many children out there who would probably *LUV* it as well. Just think, if every Flight Attendant donated just ONE book, we would have over 12,000 books to help fight child illiteracy and assist in their journey in becoming successful readers in America.

Tina Coffee Phoenix-based Flight Attendant and Board Members at Large; and Karen Amos Dallas-based Flight Attendant and Domicile Executive Board Member

Atlanta

This issue of Unity magazine is about change. As you already know, all eyes are on the Atlanta Base. We are the newest and smallest of the Southwest Airlines Flight Attendant Bases and we are under the most pressure to succeed. Change can be easy for some, but difficult for others. We need to be patient with our peers that have a hard time adapting to change, because change can feel uncomfortable. We have the most adversity to overcome, because we have a dual base, both AirTran Airways and Southwest Airlines, TWU Local 556 and AFA Council 57, different Contracts, different uniforms, different work rules, etc. However, I think it's extremely important to remember we are all in this together and must help each other. This has been a time of big change for me as well. As the new Atlanta Domicile Executive Board Member, I'm learning something new every day, but I'm excited for our future.

I would like to take a moment to remember Milton Mathews. Milton was a former AirTran Flight Attendant, and was recently elected as a TWU Local 556 Atlanta Shop Steward. He was loved by so many, and will truly be missed. We will always remember him for his vivacious personality and beautiful smile. His favorite quote was, "I LUV everybody." Let's honor his memory by sharing the LUV.

Access to the Atlanta Inflight Lounge requires a SIDA badge or a badged escort, which makes us different from every other base in the Southwest Airlines system. You may see some Flight Attendants upstairs, wandering around and looking for the lounge. Please reach out to them and help them locate the lounge. Many of us are experiencing extended ground time and would appreciate visiting the lounge as an escape.

The number for Flight Attendants to call for an escort is 678-254-6002.

Keep in mind that international flights require that Flight Attendants be at the aircraft 45 minutes prior to departure while domestic flights require us to be at the aircraft 30 minutes prior to departure.

It is your right to have two contact numbers on record with Inflight Scheduling. If you commute, give them the telephone number to your crash pad or hotel and room number.

Per our Contract, Flight Attendants get one "free" Might Be Late (MBL) per quarter. Use this option to prevent a No Show. After the first MBL of the quarter, Flight Attendants will be assessed half a point for each MBL thereafter.

Know your point total at all times. It is the Flight Attendant's responsibility to know their point total. Warning letters will be sent to your Southwest Airlines (WNCO) email. You may call a Supervisor during office hours to ask about your point total and when your next "point roll off" will occur. In order to receive a copy of your personnel file, you must write your request on paper or send an email from your WNCO email to the Inflight Office.

Flight Attendants may only Job Share when it's offered, and only three times per year.

Stay cool and have a great Labor Day!

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Houston

Welcome to the dog days of summer. As usual, it's hot out there. As you'll read in this edition of Unity Magazine, your Domicile Executive Board Members have been out on line recording temperatures on our jets to put real numbers in front of Senior Leaders in another attempt to get the planes cooled off. Additionally, Houston Operations Agent Taylor Smith has been addressing issues with jetway air on the Safety Team at Local 555. Unlike some airports in the Southwest System, our jetways are controlled by the City of Houston. Other operational areas, like the location of KCM, are also at the mercy of airport officials. Houston Base Leadership is doing their best to keep us all apprised of location changes.

Speaking of Houston Base Leadership, we have three new Supervisors. Theresa Smith is a 19 year Houston Flight Attendant and "Ex-Con" (i.e. Continental Flight Attendant). Ken Riley II was a Southwest Flight Attendant in Las Vegas and Houston. Tina Vaughn comes to us from Customer Service and while she wasn't a Flight Attendant, her 21 years at Southwest were all spent in Houston. Those of you who have been in Houston for a while will likely recognize her. A fourth new Supervisor will be added and I will get you that information via E-Connection as soon as I have it.

As many of you know, we lost a terrific Flight Attendant, Milton Matthews, on July 4th. While he had transferred to Atlanta when the base opened, he was based in Houston for a good portion of his time at Southwest Airlines and will be sincerely missed.

Last, but not least, our international terminal is scheduled to open late third quarter of 2015. Phase I of the lobby remodel is expected to be complete this October and Phase II should be completed by the second quarter of 2015. There are a lot of exciting changes taking place in Houston and while change isn't always easy, it should certainly be worth it as Southwest grows. Thanks for all you do to keep Southwest Airlines a great place to work and I will see you out on line. Have a safe summer.

In Solidarity, Valerie Boy

Valerie Boy
HOU Flight Attendant
and HOU DEBM
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Chicago

Now that we have all survived the Polar Vortex of last winter, according to weather forecasters it is now affecting our summer. The Midwest has been experiencing cooler weather and thunderstorms, which are causing cancellations, delays and reschedules. Your Union has heard all of you loud and clear concerning the multitude of reschedules that are happening across the system. The fact that Scheduling seems to be rescheduling line holders in order to save the Reserves in the reserve lineup, is not only disturbing but by definition goes against exactly what we have Reserves for.

Once again you all have shown what professionals you are and worked through all of these things and for that I thank you.

Over the last few months you may have noticed a change in the faces manning the Inflight Customer Service Desk. To date we have gained three new Supervisors in Chicago and as a few more of our current Supervisors go on line we will be seeing a few more new Supervisors.

As you all know, the changes do not stop there. As of July, there are new flight schedules taking us into the International realm and there are some new work rules to accompany these changes. As of June 1, all Flight Attendants are required to carry their passport with them while working and to have had it scanned at the Inflight Service Desk. Along with that, make sure that all your passport information has been filled out on SWALife. All of this criteria has been communicated in the RBFs published by Southwest Airlines, so I encourage each of you to read all RBFs put out by Southwest Airlines Inflight Management to make sure that you are in compliance with of the new requirements and International flying practices.

Another "hot" topic is the temperature inside the cabin of the aircraft at the gates between flights, which is at the least very uncomfortable for everyone onboard. Remember to make the hot aircraft announcement and encourage Passengers to close the window shades and open the air vents, which can help to keep the aircraft a bit cooler. All of us should feel empowered to have the pilots start the APU early in the event the aircraft is not cooling off from the ground air. Additionally please write an IR and an ASAP report to document the event.

Finally, as we have transitioned out of the Phase I and Phase II Attendance Review Meetings, there has been an increase in meetings for Delay of Flights, which seems to be in direct correlation with the Start Strong initiative. Ground Operations are under great pressure to push the aircraft on time, and early if possible, to maintain the on-time performance. Please do not be pressured into hurrying through your Security Check because you are being rushed to begin boarding as it is equally the Flight Attendant's responsibility to perform all safety and security duties correctly and efficiently and be ready in their boarding positions when boarding begins. If you make a mental note of when you arrive at the aircraft, when boarding begins, and when boarding has been completed and all Flight Attendants are ready for push back, this helps when we are speaking with Management about why a delay has been written off to Inflight. As always, I strongly advise you to download or carry a hard copy of your Contract which is still in effect until we reach a new Tentative Agreement, and to read it.

As I close, I would like to say that you are the greatest Flight Attendants in the industry. Please go out, fly safely and please be kind to one another.

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and MDW DEBM
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Baltimore

It is with great sadness that I begin this article with the loss of a fellow Flight Attendant. Lynn Diaz has left us way to soon. I would like to thank Diane Flagg, Barbie Culberth, Grace Tai, Lee Suruvka, Christian Bastien, and Michael Reid-Rodriguez for making the trip to Jackson, Mississippi where Lynn was laid to rest. She was a not only a Flight Attendant but a wonderful, loving, and caring person that will be greatly missed.

This issue of Unity is about change and it is the one thing that we all are trying to become accustomed too. While it can be a hard pill to swallow, it is inevitable. For a lot of us, there has been more change in the past two years then in the past thirty years. For instance by the time this comes out you will be reading this edition in our new lounge and we will be sharing what is known as the Culture Center with the Pilots. I still remember when we announced that we would begin service to LGA and that was a shocker, followed the purchase of AirTran, and now we have launched International Service. Who would have thought that our little airline would become what it is today? I don't think we are finished growing and the changes will continue - so take a deep breath, buckle up, and learn to adapt.

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Denver

Change has come to the Denver Inflight Office. After more than eighteen months without one, I'm happy to say we have an Assistant Base Manager, Brandon Durbin. New Supervisors Leslie Rivera, Chad Vandenberg, Irene King and Coordinator Ebony Vines join him on the staff. On behalf of our Denver Members I'd like to welcome them all to Colorado.

There's good news for growth in Denver. Beginning sometime in September 2014, five new gates will open in the C Concourse. Once they open, some other C gates will be closed for updates. The work should be completed before November and we'll have a total of 22 operating gates.

Congratulations to Angie Shafer for being chosen as the Denver Base Flight Attendant of the Second Quarter. She's a great Co-worker, a positive role model and enthusiastic volunteer.

I hope that many of you were able to enjoy the 2013 Inflight Base of the Year party in July at May Farms. We've had a great start to 2014 and I'm hopeful we'll be able to pull off a repeat and take home the hardware once again. If you have a suggestion for something fun we could do in the base, or a project we could volunteer with, please let me know.

Soon it will be fall, and old man winter will be just around the corner. If you're interested in a season ski/snowboard pass, the best deals are usually available through September. Check them out online. Many resorts offer free access to lifts during the summer months for pass holders. There are miles of trails to hike, run or mountain bike.

Some of you may have seen Contract Action Network (CAN) Leaders Ian Johnson and Kristin Byrd in the base recently for a Negotiations Lounge Mobilization. These events will be held on a regular basis to keep the Membership informed as things change on the negotiations front. Feel free to stop by and say hello. As we move forward with Contract Negotiations please stay up to date by reading all Union publications, fliers and emails. You can also check out the Website for the most up to date and factual information. Our Contract begins with YOU and My Team Speaks For Me!

If you have any questions or concerns, please don't hesitate to contact me at csullivan@twu556.org or (800) 969-7932 Ext. 4356. You can also use the old school method by dropping a note in my SWA mailbox.

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Oakland

Happy summer Oakland! To say this year has been a turbulent one would be an understatement. We began this year with the Polar Vortex weather phenomenon that resulted in stranded situations, unavailable hotel rooms, and a Scheduling department that was unavailable to contact. Eight months later, and unfortunately the operational challenges have carried over to summer. While the reason for these operational challenges is complex in nature, one thing that has remained constant during this time is the professionalism of TWU Local 556 Members. Day in and day out, the Flight Attendants of Southwest Airlines have met the operational challenges head on with style and grace. Thank you for your hard work.

International flying begins for Oakland pairings on August 10 with service between Los Cabos (SJD) and Orange County (SNA). The start of international flying represents a significant change for our Members. As a reminder, reporting to the gate changes to 45 minutes when working an international flight; and, as of June 1, Members now must carry a passport when reporting to work. Failure to carry a passport while on duty is a violation of the Work Rules and Expectations; this type of violation is a Class III and can result in a written warning, up to a three-day suspension for the first offense.

Speaking of changes, the Paid Family Leave (PFL) benefit has changed as of July 1. Under California law, PFL provides up to six weeks of wage replacement to workers who take time off work to care for a seriously ill child, spouse, parent, domestic partner, or to bond with a child within one year of the birth, adoption, or placement of a minor in foster care. Now, as of July 1, PFL has expanded to include time off to care for a seriously ill grandparent, grandchild, sibling, or parent-in-law. PFL is administered through the Employment Development Department; visit the Union Website at **twu556.org** or **edd.ca.gov** for additional details.

If there is one thing I know about TWU Local 556 Members it is that we are a resilient group. Yes, we may grumble when faced with changes and challenges, but overall, we adapt quickly. Think about it; when faced with changes and challenges we have always met them head on. In fact, we are the ones that take the lead by establishing new norms, best practices, and help in providing critical feedback on how best to tailor new procedures. Looking forward toward the future, with all these new changes and challenges on the horizon, I am fairly confident that our willingness to embrace change will continue.

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Las Vegas

This Summer edition of Unity is dedicated to change; how we have evolved and how we will continue to grow. It is important to honor our roots while branching out into new territory. Change does not always come easily and may cause some anxious feelings. This is why I firmly believe in the wise words of Mahatma Gandhi, "Be the change you wish to see in the world." I personally interpret this quote to mean lead by example and take an active role in the future of our Company and Union.

One way to lead by example is to remember that our base gains many new Flight Attendants fresh from graduation. Let's show them the Southwest Way with kindness and patience while following the Golden Rule. I'll never forget how nervous I felt my first month online and how thankful I was to have Flight Attendants look out for me while tolerating my new stew quirks. I will forever have an attitude of gratitude towards Rocco Piganelli for insisting that I enroll in the 401K Program during my first month, and also towards Arlene Engle for taking me home with her for my first Thanksgiving dinner away from my family on an overnight.

We can take an active role in our Company by attending the many social events and volunteer opportunities planned by our Culture Committee. They sponsor a dinner at the Ronald McDonald House every other month and are always looking for volunteers. Contact the Base Supervisors to learn what new functions are planned for the future.

We can affect change in our Union by attending meetings, reading the Unity Update, and communicating with our Negotiating Team through email at **nt@twu556.org**. Staying informed and discussing facts with your Co-workers is a great way to be a part of the solution. Reach out to our Contract Action Network (CAN) Leaders, Mark Anthony Reyes and Amanda Gauger. They will be holding lounge mobilization to distribute literature updating our Members on the status of our negotiations.

One big change from my new hire days is cell phone usage. We relied on beepers and secondary contact numbers for Scheduling. Cell phones aren't always reliable and ringers aren't always audible. Commuters can call Scheduling and update them with a secondary contact number, perhaps a hotel phone number and room number as a back up. Nobody should go through the hassle of commuting all the way to base just to get a UTC.

Our base is seeing an increase in Fact-Finding Meetings for Delay of Flight charges as well as Late to Gate charges. Flight Attendants are required to be at the aircraft 30-minutes prior to departure for domestic flights and 45-minutes prior to departure for international flights. Call our Union if you are contacted about attending a meeting and always take a Shop Steward with you.

In closing, I would like to congratulate former Las Vegas Domicile Executive Board Member, Addie Crisp-Johnson and her husband, Keyon, on the birth of their beautiful daughter, Addie. I wish them and big brother Piper many blessings.

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Orlando

Flip flops and full flights means summer is in full swing. It also means hot aircraft, which can pose a safety risk to our Flight Attendants and Passengers. Please make sure you are following the hot aircraft summer procedures when arriving at the gate. If the cabin temperatures are hot, and after requested, the APU is not turned on, please fill out an I.R., ASAP report and contact the Union Office immediately.

Our industry is constantly changing. Looking back over the years, we have had some major changes that other airlines already had in place but were still new to us. In the stone age, (until the late 90's) prior to computer processed, unlimited trip trades, a paper form had to be filled out if trading between Flight Attendants or Open Time. Then, a pterodactyl would then fly them to Dallas nightly and you did not know if you got the trade for about three days. This was a huge Contract change! In 2001, 9/11 changed our Company, industry and world forever. Prior to our Contract of 2004, it seemed after payday, spare change was all that was left over. Our compensation is another huge Contractual change we currently enjoy today. Southwest Airlines acquired AirTran, which enabled us to become an international carrier. Aruba instead of Amarillo? You bet!

However, the past several months have resulted in numerous phone calls from Flight Attendants wanting to know what has changed and why is Crew Scheduling now re-routing Flight Attendants on a daily, even hourly basis. What has changed that we are now seeing more unscheduled aircraft changes almost daily on our pairings? Our on-time performance has changed from being the best to the almost worst. I think if we have an on-time flight one of these days, Ground Operations will arrange for the water cannons over the plane while it taxis to the gate. It's often we hear that we don't see the big picture, which means we are only seeing the wallet size photo. There are numerous more changes that have taken place, and many more to come! Luckily, more positive changes for our Company and our Passengers are coming soon! One thing that has not changed is our reputation for being the most friendly, professional, funny, YouTubing Flight Attendants in the industry! THANK YOU for not changing what you do and taking care of our Passengers and each other on a daily basis!

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Dallas

Cha cha cha changes...

In the last four decades, our little airline has experienced rapid growth. With growth comes change. Obviously, Dallas has witnessed the greatest metamorphosis so let's look back.

In the beginning, our Headquarters was off airport property on Regal Row. The Cockpit and Cabin Crews would pile in a van painted like a Colleen Gold aircraft. The First Officer would drive to the airport and park at the jetway stairs of our gate. Later, parking was moved to the airport and there was no parking enforcement. One Flight Attendant told me they were late, parked in the 10-minute parking and his car was still there when we finished our pairing! Then came the Parking Spot and the airport garage. Growing, still we are once again looking for a parking solution to overcrowded lots in Dallas.

We were strictly monitored every day at every check in: hair had to be curled, the brown fedora hat had to be worn to and from the plane, an extra pair of hosiery was required as Passengers burned our legs when their cigarettes were in the aisle ways, nails had to be painted, we had no roller bag only a shoulder bag and purses were issued. We continually heard "re-apply," meaning put lipstick on every leg.

We wore SHORT orange hot pants! Then came orange pants and many Flight Attendants burned their hot pants in a bonfire at the local bar called the Cockpit. Then came jams shorts with patterns of fish or circles on them, worn with a polo shirt. This "Funwear" was worn only on the weekend. "Nautical" theme formalwear was worn during the week with blue jackets, tan trousers, ties and bows. Top it off with a sky blue dress, referred to as "the Star Trek" dress.

We started with paper tickets sold at the ticket counter. Flight Attendants picked up and sold tickets on the plane using a metal charge card plate. We graduated to plastic boarding passes that people put these in their mouths, while struggling with carry-ons (yuk). The Gate Agent (now Operations Agent) would collect them (again yuk). Now, the boarding passes are scanned from Portable Electronic Devices.

We drank the aircraft water, now you only wash your hands with the water..

We had a cockpit key in the windscreen.

We went from cold 737-200 aircraft, that had disco cold vapor (condensation) to the hot...never mind.

The original overhead bins had no doors on them to close. Now bins have doors, are bigger and we are still checking bags.

We went from one base to ten.

Paper bids delivered to the main office by pigeon carriers are now computer trades.

One-hour call out for Reserves to a two-hour call out ... and we used beepers.

Coupons and cash we collected for adult beverages, now we have cashless cabin.

We went from wearing boots to sneakers, to Dansko's and back to boots.

We went from round cork trays to white plastic trays, to cart but we don't use them. But we have them if we need them.

With the number of changes we have experienced to date it is impossible to touch on them all but I thought it would fun to look at a few. Change is the constant in our work lives lately.

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Phoenix

As previously mentioned, the City of Phoenix offered us 80 spaces on the rooftop of Terminal 4. Since the City of Phoenix is figuring each space is good for two people, this allows 160 lucky Flight Attendants to park in the terminal for $100/month. During our focus group in May, the ideal solution that was brought up would be to allow every Employee the opportunity to have close and covered parking. While the Union was able to provide close parking for some Employees, the next step will be to try to at least get covered parking. I plan to start a petition in September to see who would be interested in parking at Blue Sky and/or the Parking Spot for a monthly rate. Most likely in mid-October, Board Member at Large Rob Riddell and I plan to visit these two facilities with these signatures in hand to see if we can negotiate a competitive rate.

The focus of this issue of Unity is "Change" and as Flight Attendants we can all say that our job has changed very much. Some of you may remember the hot pants days and being a little fish in a big pond as far as airlines are concerned. Fast forward to 2014 and our job has changed to shorts and sneakers along with a more formal look if that is your fancy. We also did away with cash and moved to a cashless cabin and said goodbye to paper bidding and moved into the computer age. There have been numerous other changes, such as when I started in April 2002, the 737-200 was still around, lounge seating was available, and if you needed one, you could check out a pager if you were on Reserve.

Besides changes in our job, the industry has changed as well, with several legacy airlines having to file bankruptcy and merge with other airlines. One of the changes that came about from these bankruptcies is these airlines were able to lower their costs by throwing out Employee Contracts. Unfortunately, Southwest Management has seen some of these changes and have said they need to make some of these changes in order to compete. One of the things Management has done to get this point across is create a new Labor tab on SWALife where Sr. Vice President of Labor Relations Randy Babbitt speaks about the state of the industry, and even a website that is no longer on the internet that showed anyone in the world our Contract. Even though Southwest Management has become more aggressive in their Negotiations strategy and tried to blame sick calls for every problem they don't have an answer for, please keep in mind that we are still and will always be the best Flight Attendants in the industry and that will never "change."

As always, representing you is an honor and privilege that is near and dear to my heart.

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and PHX DEBM
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214-640-4314

MEMBERSHIP PLEDGE

of the

TRANSPORT WORKERS UNION OF AMERICA, AFL-CIO

I solemnly pledge on my honor to abide by the Constitution of the Transport Workers Union of America and the rules and Bylaws of TWU Local 556; to discharge all my duties and obligations faithfully; not to make known any private business of the Union, and to conduct myself at all times as becomes a Member of the Transport Workers Union of America.

Professionalism Throughout Change

by Kurt Beggs

The success of a company and its Employees depends on continued growth and expansion of service. Just as an individual grows and matures so must a company in order to stay viable and profitable. To grow properly, our Company needed to nourish itself with new destinations and new resources. The merger of Southwest Airlines and AirTran brought together two profitable airlines and two dedicated Workgroups to fulfill this need. The best practices and ideas from both airlines were recognized and implemented to secure a successful future for us, and a safe and pleasant experience for our Passengers. This is our challenge to change.

Change is never easy. Job insecurity and work place bullying can be an indirect effect of a merger. Changes that affect our Workgroup may cause anxiety and apprehension, which can result in a breakdown of Crew Resource Management (CRM). The changes that resulted from the merger affected the entire Workgroup and not just a select few. Remember, the challenge to change may affect your Co-worker differently than it affects you. For some it may be life changing, for others it may be a simple procedural change. For all of us, our entire work environment has changed.

No matter which path brought you to Southwest Airlines, we now have a collective goal to be the best Flight Attendants in the industry and to keep our Company profitable and growing. As a Workgroup we must strive to work together to make this merger successful and allow all of us to experience growth.

How can we best manage this change? Communication is vital to make sure we are all in compliance with the changes that affect our Workgroup. Personal responsibility is key in keeping up with the flood of new information and communicating these changes to our Co-workers. Collectively we need to assist our brothers and sisters in understanding and implementing change, and to remain open to implementing change ourselves. Mutual respect is key in educating. Be professional and thoughtful in your interactions.

Personal differences are a part of change, but how we handle differences can affect you and your peers immensely. "Talk it out, don't write it up" was a campaign we had a few years ago and was highly beneficial in resolving conflicts. This campaign taught us that simply talking through the issue and clarifying the problem typically resolves conflict and enhances compliance. Professional Standards is here to help resolve conflict when you feel that CRM has broken down.

Always be professional and follow some basic rules when talking through a problem.

- Own the behavior you bring to work
- Educate Co-workers with respect and a clear perspective
- Respect all opinions, as you want yours respected
- Speak, as you would want to be spoken to
- Listen, you may not have all the facts or answers

Professional Standards is made up of eighteen Flight Attendants that volunteer their time and hearts to help resolve issues within our Workgroup. These committee members are online Flight Attendants and deal with the same issues that arise while on duty. We are here to assist you in duty-related conflicts and to hopefully resolve the issue with a positive outcome. Know that you are speaking with a peer when contacted by Professional Standards. Our goal is to resolve the issue without Company involvement.

The challenge to change is never more present than right now. Let's meet this challenge with mutual respect and acceptance. However, if a problem should arise that cannot be resolved, please contact Professional Standards at 888-322-3735. We are here to help.

Kurt Beggs is a Houston-based Fligh Attendant and is the Chairperson of the Professional Standards Committee

professional standards
Southwest Flight Attendants
Respect Within Conflict

Leave Information

by Alice Hinckley

As you may know, Southwest Airlines has a new Attendance and Leave (A&L) Department. Some things are being done differently and there are some important things you need to be aware of.

When you have a doctor's, medical leave, maternity leave note it must be turned in to an Inflight Supervisor or faxed to the A&L Department. The fax number is 214-932-0068. I would follow up with a phone call to 214-792-5500 to ensure that they received it. If you continue to call the A&L and can't get a hold of them please call me at the Union office at 214-640-4350.

VERY IMPORTANT – If you are waiting on a leave to be approved (ANY type of leave), the pairings on your board are still your responsibility. You may receive an email from Southwest Airlines Family and Medical Leave Act (FMLA) Department confirming your FMLA approval, but it then goes to the A&L Department to be processed. I have noticed that after a Leave has been approved, it takes three or four days for the A&L Department to pull a Flight Attendant's trips. It is imperative that Flight Attendants monitor their Crew Web Access (CWA) screens and continue to call in sick until their pairings have been pulled. If you fail to do this, you will No Show.

Equally as important, please read your FMLA procedures carefully. The procedures state that an approved OR pending Intermittent FMLA needs to be submitted online via **SWALife> Inflight>Forms> Intermittent FMLA**. You have no more than two days following your return to work to submit this on line. My advice is to go online and submit your FMLA paperwork immediately after calling in sick. If you have exceeded your FMLA usage for the month and need to apply for more, you have fifteen days from each over usage to submit a doctor's approval for more days. You must still submit it online even if you are waiting for approval.

On a side note, if you are on any type of leave that is fourteen days or less, you are considered active and will need to submit a bid if you are out during the monthly line bid process. If you do not bid, you will be assigned a line. In order to be considered inactive and not be required to bid, your leave must be fifteen days or greater.

If you have any questions regarding leaves or what route to take, please don't hesitate to call me at the Union Office. You may not always receive the correct information from your base. I am here to help you navigate the Leave process.

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It's been a few years since we've provided a Contract education article to explain the what, when, how and why of RIGs in our Contract, so we thought this would be a great time to provide a refresher.

What is a RIG? A RIG is a form of pay protection/pay minimum. We have four different RIGs in our Contract to ensure that a Flight Attendant receives a guaranteed minimum of pay for each day worked, as well as a minimum pay protection for original pairings built by Crew Planning and placed on the lines in the monthly bid packets.

How do RIGs work? Once a pairing is flown, each of the daily RIG credits (DPM and DHR) will be calculated separately for each duty period in the pairing. That RIG number will then be compared to the trips flown, including overschedule/overfly, double time, triple time, cancellation pay, and VJA/JA premium pay. Then, the total sum of the daily trip totals will be compared to the THR and ADG RIGs, and the pairing total will pay the greatest of those three.

The Contract language under Article 21-Compensation, outlines the definition for each of the four Minimum pay rule RIGs as follows with an example of each.

Note: when calculating RIGS for time on Duty, the minutes must first be converted to decimal point.

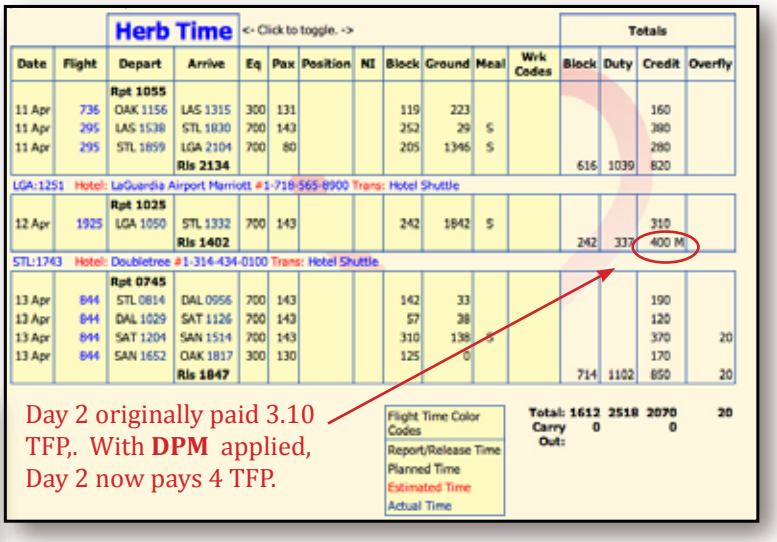
Calculation is: minutes ÷ 60

10 minutes ÷ 60 = .17

20 minutes ÷ 60 = .33

30 minutes ÷ 60 = . 50

1. *DUTY PERIOD MINIMUM (DPM) – This is the number of trips for pay (TFP) that each day of a pairing must pay at the very minimum. The contractual DPM is 4.0 TFP. If any day of an originally built pairing has the code letter "M" next to it, then that day had to be brought up to pay the DPM.*



Herb Time <- Click to toggle. ->

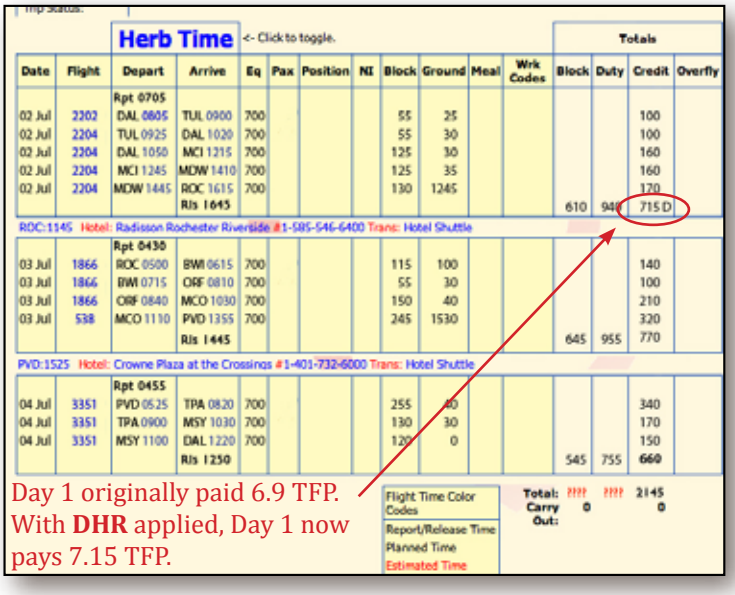
Date	Flight	Depart	Arrive	Eq	Pax	Position	NI	Block	Ground	Meal	Wrk Codes	Totals Block	Totals Duty	Totals Credit	Totals Overfly
		Rpt 1055													
11 Apr	736	OAK 1156	LAS 1315	300	131			119	223					160	
11 Apr	295	LAS 1538	STL 1830	700	143			252	29	S				380	
11 Apr	295	STL 1859	LGA 2104	700	80			205	1346	S				280	
			Rls 2134									616	1039	820	
LGA:1251 Hotel: LaGuardia Airport Marriott #1-718-565-8900 Trans: Hotel Shuttle															
		Rpt 1025													
12 Apr	1925	LGA 1050	STL 1332	700	143			242	1842	S				310	
			Rls 1402									242	337	400 M	
STL:1743 Hotel: Doubletree #1-314-434-0100 Trans: Hotel Shuttle															
		Rpt 0745													
13 Apr	844	STL 0814	DAL 0956	700	143			142	33					190	
13 Apr	844	DAL 1029	SAT 1126	700	143			57	38					120	
13 Apr	844	SAT 1204	SAN 1514	700	143			310	138	S				370	20
13 Apr	844	SAN 1652	OAK 1817	300	130			125	0					170	
			Rls 1847									714	1102	850	20

Flight Time Color Codes: Report/Release Time; Planned Time; Estimated Time; Actual Time

Total: 1612 2518 2070 20
Carry Out: 0 0

Day 2 originally paid 3.10 TFP,. With **DPM** applied, Day 2 now pays 4 TFP.

2. *DUTY HOUR RATIO (DHR) – The DHR is protection that is applied to each hour you are on duty from check-in through end of debrief (30 minutes after block in). The contractual DHR is .74 TFP. This RIG can protect you in various ways: excessive ground time whether scheduled/rescheduled, exceeding a twelve-hour duty day, but did not fly after the twelve hours (double time premium pay only kicks in when actually flying). If you see the code letter "D" on any day of your pairing, then the DHR was applied to that day.*



Herb Time <- Click to toggle.

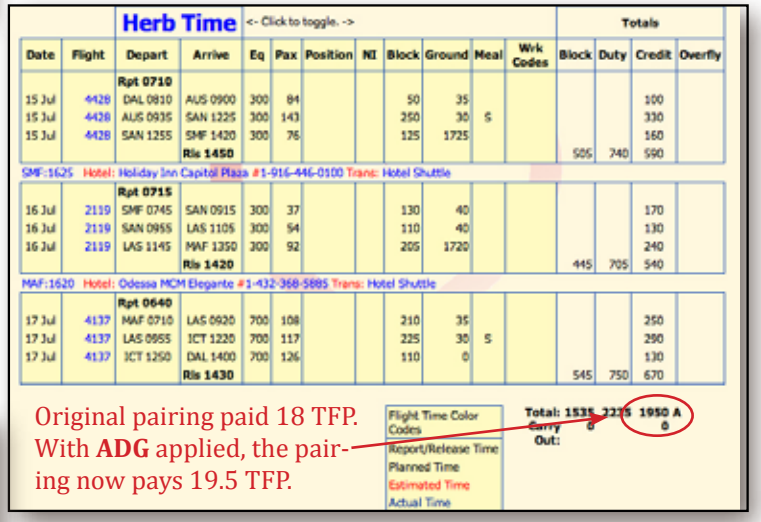
Date	Flight	Depart	Arrive	Eq	Pax	Position	NI	Block	Ground	Meal	Wrk Codes	Totals Block	Totals Duty	Totals Credit	Totals Overfly
		Rpt 0705													
02 Jul	2202	DAL 0805	TUL 0900	700				55	25					100	
02 Jul	2204	TUL 0925	DAL 1020	700				55	30					100	
02 Jul	2204	DAL 1050	MCI 1215	700				125	30					160	
02 Jul	2204	MCI 1245	MDW 1410	700				125	35					160	
02 Jul	2204	MDW 1445	ROC 1615	700				130	1245					170	
			Rls 1645									610	940	715 D	
ROC:1145 Hotel: Radisson Rochester Riverside #1-585-546-6400 Trans: Hotel Shuttle															
		Rpt 0430													
03 Jul	1866	ROC 0500	BWI 0615	700				115	100					140	
03 Jul	1866	BWI 0715	ORF 0810	700				55	30					100	
03 Jul	1866	ORF 0840	MCO 1030	700				150	40					210	
03 Jul	538	MCO 1110	PVD 1355	700				245	1530					320	
			Rls 1445									645	955	770	
PVD:1525 Hotel: Crowne Plaza at the Crossings #1-401-732-6000 Trans: Hotel Shuttle															
		Rpt 0455													
04 Jul	3351	PVD 0525	TPA 0820	700				255	40					340	
04 Jul	3351	TPA 0900	MSY 1030	700				130	30					170	
04 Jul	3351	MSY 1100	DAL 1220	700				120	0					150	
			Rls 1250									545	755	660	

Flight Time Color Codes: Report/Release Time; Planned Time; Estimated Time

Total: ???? ???? 2145
Carry Out: 0 0

Day 1 originally paid 6.9 TFP. With **DHR** applied, Day 1 now pays 7.15 TFP.

3. *AVERAGE DAILY GUARANTEE (ADG) – This RIG is to ensure efficiency/productivity in our pairings. The ADG is 6.5 TFP times the number of days in a pairing. ADG is applied over the life of the pairing; meaning combining all days, the total pairing must pay that minimum. Turns must pay at least 6.5 TFP, 2-days 13.0 TFP, 3-days 19.5 TFP and 4-days 26.0 TFP. It's important to remember, this does not apply to a pairing that has been split at a SIP by a Flight Attendant.*



Herb Time <- Click to toggle. ->

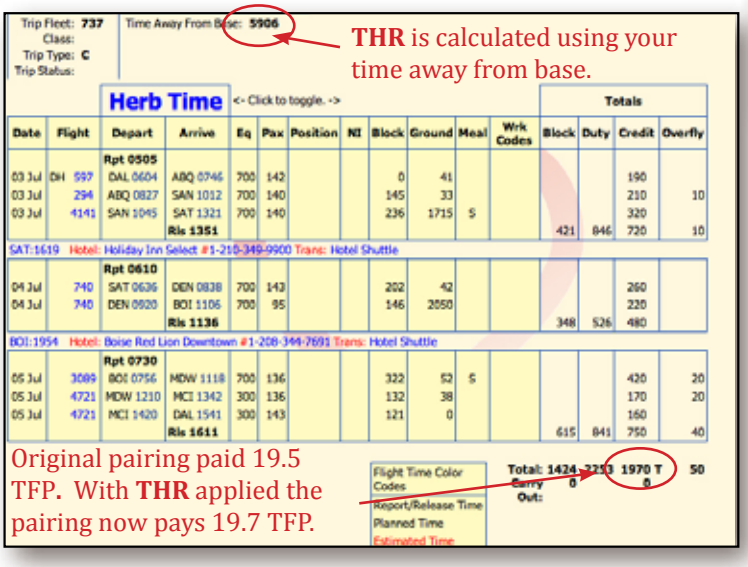
Date	Flight	Depart	Arrive	Eq	Pax	Position	NI	Block	Ground	Meal	Wrk Codes	Totals Block	Totals Duty	Totals Credit	Totals Overfly
		Rpt 0710													
15 Jul	4428	DAL 0810	AUS 0900	300	84			50	35					100	
15 Jul	4428	AUS 0935	SAN 1225	300	143			250	30	S				330	
15 Jul	4428	SAN 1255	SMF 1420	300	76			125	1725					160	
			Rls 1450									505	740	590	
SMF:1625 Hotel: Holiday Inn Capitol Plaza #1-916-446-0100 Trans: Hotel Shuttle															
		Rpt 0715													
16 Jul	2119	SMF 0745	SAN 0915	300	37			130	40					170	
16 Jul	2119	SAN 0955	LAS 1105	300	54			110	40					130	
16 Jul	2119	LAS 1145	MAF 1350	300	92			205	1720					240	
			Rls 1420									445	705	540	
MAF:1620 Hotel: Odessa MCM Elegante #1-432-368-5885 Trans: Hotel Shuttle															
		Rpt 0640													
17 Jul	4137	MAF 0710	LAS 0920	700	108			210	35					250	
17 Jul	4137	LAS 0955	ICT 1220	700	117			225	35	S				290	
17 Jul	4137	ICT 1250	DAL 1400	700	126			110	0					130	
			Rls 1430									545	750	670	

Flight Time Color Codes: Report/Release Time; Planned Time; Estimated Time; Actual Time

Total: 1535 2225 1950 A
Carry Out: 0 0

Original pairing paid 18 TFP. With **ADG** applied, the pairing now pays 19.5 TFP.

4. *TRIP HOUR RATIO (THR) – This RIG is pay protection from the very beginning of your pairing, starting at check-in and is calculated through the end of debrief (30 minutes after block-in) at the base the pairing originated. Our THR is 1.0 TFP for each 3 hours you are away from base. The THR also applies in an unscheduled RON or stranded situation as well.*



Trip Fleet: 737
Class:
Trip Type: C
Trip Status:
Time Away From Base: 5906

THR is calculated using your time away from base.

Herb Time <- Click to toggle. ->

Date	Flight	Depart	Arrive	Eq	Pax	Position	NI	Block	Ground	Meal	Wrk Codes	Totals Block	Totals Duty	Totals Credit	Totals Overfly
		Rpt 0505													
03 Jul	DH 597	DAL 0604	ABQ 0746	700	142			0	41					190	
03 Jul	294	ABQ 0827	SAN 1012	700	140			145	33					210	10
03 Jul	4141	SAN 1045	SAT 1321	700	140			236	1715	S				320	
			Rls 1351									421	846	720	10
SAT:1619 Hotel: Holiday Inn Select #1-210-349-9900 Trans: Hotel Shuttle															
		Rpt 0610													
04 Jul	740	SAT 0636	DEN 0838	700	143			202	42					260	
04 Jul	740	DEN 0920	BOI 1106	700	95			146	2050					220	
			Rls 1136									348	526	480	
BOI:1954 Hotel: Boise Red Lion Downtown #1-208-344-7691 Trans: Hotel Shuttle															
		Rpt 0730													
05 Jul	3089	BOI 0756	MDW 1118	700	136			322	52	S				420	20
05 Jul	4721	MDW 1210	MCI 1342	300	136			132	38					170	20
05 Jul	4721	MCI 1420	DAL 1541	300	143			121	0					160	
			Rls 1611									615	841	750	40

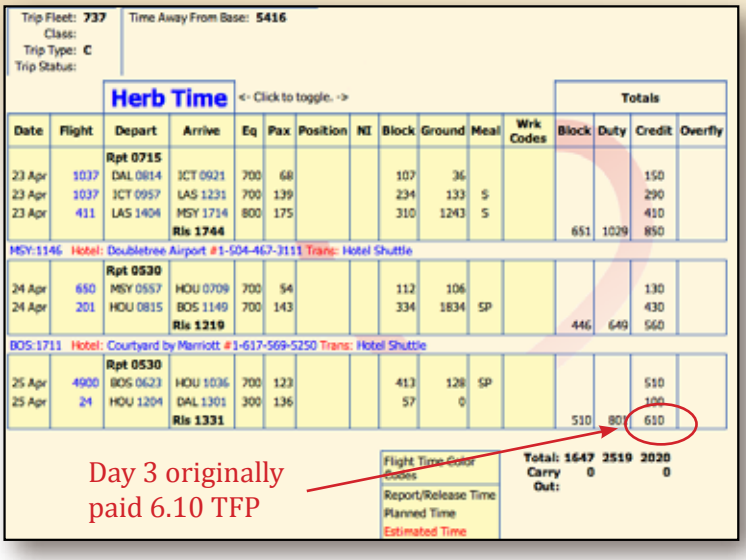
Flight Time Color Codes: Report/Release Time; Planned Time; Estimated Time

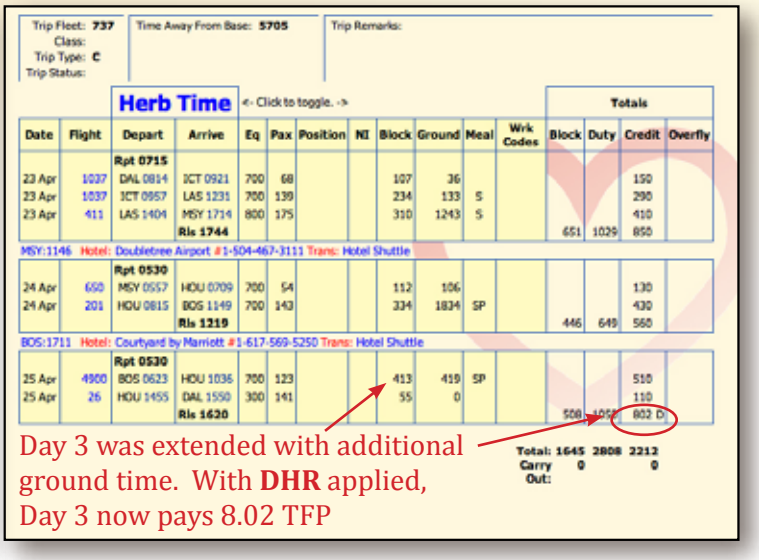
Total: 1424 2253 1970 T 50
Carry Out: 0 0

Original pairing paid 19.5 TFP. With **THR** applied the pairing now pays 19.7 TFP.

When do RIGs Apply? RIGs may apply in several ways: bring the pairing up to the minimum pay, in a reschedule situation when your duty day is extended, whether flying or not, unscheduled RON and stranded situations, and when the trip keeps you away from base for long periods of time. To help you understand how RIGs may apply in some of these situations, we have provided visual examples below:

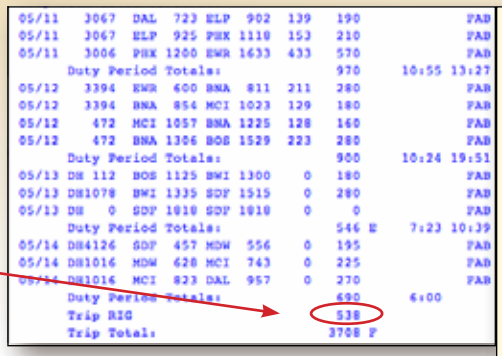
Extended Duty Day example

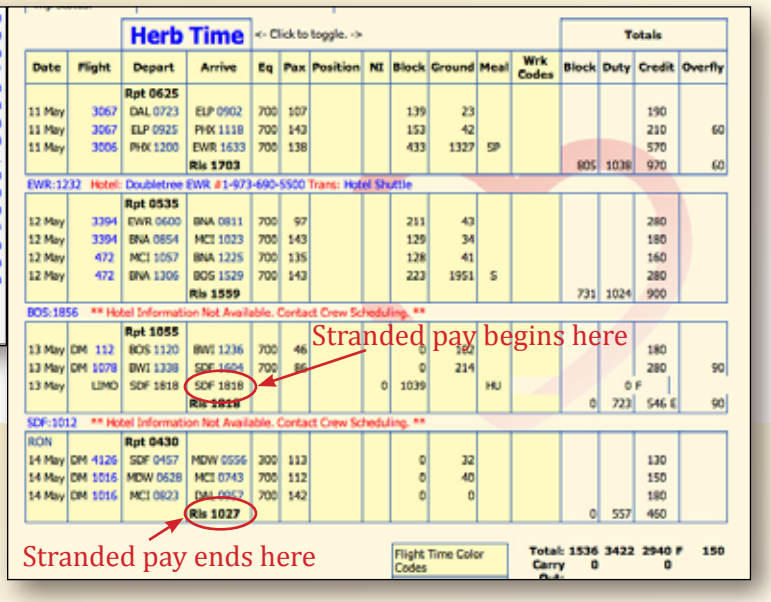




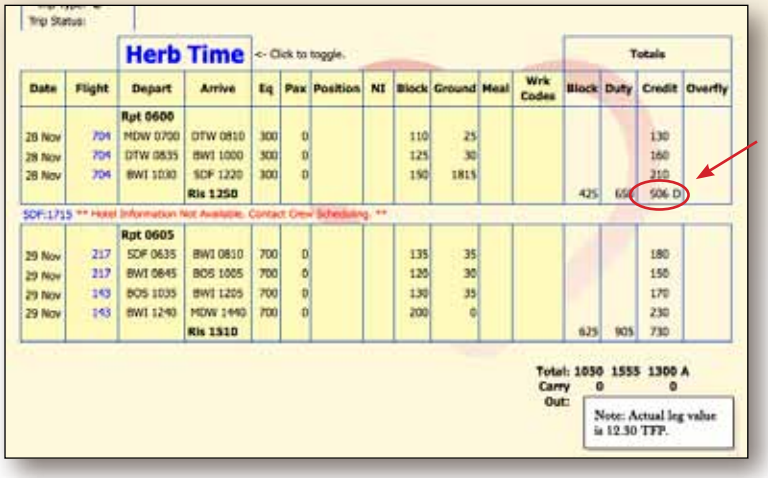
Stranded Pay example

In addition to the 29.40 TFP, the trip paid an additional 5.38 TFP (RIG) Stranded Pay, which is reflected on the payroll report.





It's important to know that **RIGs do not apply to any premium pay or overschedule/overfly. The exception to this rule is Holiday Pay.** When calculating premium pay on a day(s) other than a Holiday, you must add up each individual leg on each day of the pairing, then add that total and multiply it by the premium pay



Holiday Day example

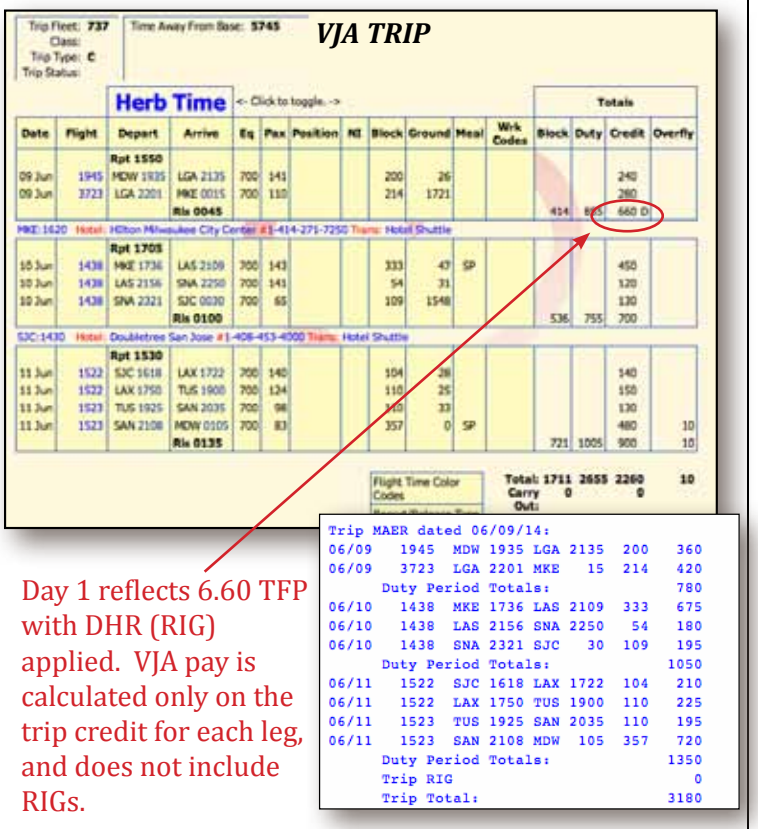
The pairing pay is 13.0 TFP (RIG-affected DHR and ADG).

Day 1 is Thanksgiving day and pays double time (an additional 5.06 TFP).

Total combined pay: 13 + 5.06 = 18.06 TFP.

If you have a VJA pairing that flies on an actual paid holiday, the premium pay for the VJA portion is calculated separately. VJA pay is calculated only on the trip credit for each leg, and does not include RIGs.

VJA trip with RIG example



Trip Fleet: 737 | Time Away From Base: 5745 | Trip Type: C | Trip Status:

VJA TRIP

Herb Time <- Click to toggle. ->

Date	Flight	Depart	Arrive	Eq	Pax	Position	NI	Block	Ground	Meal	Wrk Codes	Totals Block	Duty	Credit	Overfly
		Rpt 1550													
09 Jun	1945	MDW 1935	LGA 2135	700	141			200	26					240	
09 Jun	3723	LGA 2201	MKE 0015	700	110			214	1721					280	
		Rls 0045										414	855	660 DI	
MKE:1620 Hotel: Hilton Milwaukee City Center #1-414-271-7250 Trans: Hotel Shuttle															
		Rpt 1705													
10 Jun	1438	MKE 1736	LAS 2109	700	143			333	47	SP				450	
10 Jun	1438	LAS 2156	SNA 2250	700	141			54	31					120	
10 Jun	1438	SNA 2321	SJC 0030	700	65			109	1548					130	
		Rls 0100										536	755	700	
SJC:1430 Hotel: Doubletree San Jose #1-408-453-4000 Trans: Hotel Shuttle															
		Rpt 1530													
11 Jun	1522	SJC 1618	LAX 1722	700	140			104	28					140	
11 Jun	1522	LAX 1750	TUS 1900	700	124			110	25					150	
11 Jun	1523	TUS 1925	SAN 2035	700	98			110	33					130	
11 Jun	1523	SAN 2108	MDW 0105	700	83			357	0	SP				480	10
		Rls 0135										721	1005	900	10

Flight Time Color Codes

Total: 1711 2655 2260 10
Carry 0 0
Out:

```
Trip MAER dated 06/09/14:
06/09   1945  MDW 1935 LGA 2135  200   360
06/09   3723  LGA 2201 MKE   15  214   420
      Duty Period Totals:               780
06/10   1438  MKE 1736 LAS 2109  333   675
06/10   1438  LAS 2156 SNA 2250   54   180
06/10   1438  SNA 2321 SJC   30  109   195
      Duty Period Totals:              1050
06/11   1522  SJC 1618 LAX 1722  104   210
06/11   1522  LAX 1750 TUS 1900  110   225
06/11   1523  TUS 1925 SAN 2035  110   195
06/11   1523  SAN 2108 MDW  105  357   720
      Duty Period Totals:              1350
      Trip RIG                            0
      Trip Total:                      3180
```

Day 1 reflects 6.60 TFP with DHR (RIG) applied. VJA pay is calculated only on the trip credit for each leg, and does not include RIGs.

Therefore day 1 pays VJA pay on 5.20 TFP.

(5.20+7.0+9.0) = 21.20 TFP x 1.5 = 31.80

VJA trip paid 31.80 TFP, which is reflected on payroll report.

Why are RIGs important? RIGs are vital to our Contract because they ensure that you receive the most pay for the time you spend at work. Without RIGs of any kind, the pairings built and placed on the bid lines would look like they did years ago; for example, a 3-day pairing might only pay 17.0 TFP or a 2-day might pay a measly 9.0 TFP. There would be no additional compensation for extended time on duty with no flying involved, including ground time built into the pairings and, there would be no protection when stranded or rescheduled to an additional overnight. Basically, RIGs ensure efficiency and productivity in our pairings by bringing the minimum up AND add important pay protection.

Denny Sebesta is a Dallas-based Flight Attendant and former Member of the TWU Local 556 Negotiating Team. She serves on the Local's Education Committee and is a regular contributor to Unity Update and Unity Magazine.

What is COPE?

by Gwen York

Under our TWU Local 556 Bylaws, the Committee on Political Education (COPE) is a standing committee and our TWU Constitution states that the Local President shall be the Chairman of the Local's COPE. Historically, this committee has worked to support labor-friendly candidates, regardless of party affiliation, who will support our rights as workers. We can negotiate good Collective Bargaining Agreements (Contracts) at the negotiating table, but the actions of political leaders from the local through the federal level can supersede those agreements and send us backwards. It may be challenging to see the correlation between what is going on in the government and our job as Flight Attendants. We come to work, check in, and spend our days on an aircraft. However, the aviation industry is one of the most heavily regulated industries we have. Our work environment on that aircraft is protected and regulated through legislation, from our minimum crew rest to the air we breathe in our aircraft cabin.

Our dues money is not used by TWU Local 556 or TWU International to make political contributions, so it is only through voluntary COPE contributions that we are able to support leaders that are willing to protect us at work and keep us healthy and safe. The TWU COPE fund enabled us to successfully lobby to finally get OSHA coverage for our Workgroup. Most recently, your COPE contributions played a huge role in preventing TSA Administrator Pistole from allowing knives back on planes. Currently, we are fully engaged in fighting the movement to allow cell phone conversations in flight.

The success of these campaigns, as well as election campaigns for pro-labor candidates, depends entirely on your voluntary contributions. It is important to note that COPE dollars are used to support only candidates and elected officials who support our work issues, regardless of party affiliation. Requests for COPE donations to candidates running for office generally come from our TWU State Conferences and are vetted by our Government Affairs Department and COPE- Political Field Directors. If you have any questions, please e-mail COPE@twu.org or call 202-719-3870.

Gwen York is a Dallas-based Flight Attendant and TWU COPE-Political Field Staff Member

What Do You Get With a Union?

un·ion (ˈyōōnyən) - An organization of workers formed for the purpose of advancing its Members' interests in respect to wages, benefits, and working conditions and protecting the rights and interests of its Members.

What are the Functions of a UNION?

~To negotiate a Contract

~To enforce the Contract

~To protect members from unjust discipline

As Airline Employees, we are covered under the Railway Labor Act (RLA), which is a Federal Law that governs labor relations. The RLA affords us the right to organize and form a Union. The RLA also gives us the right once we have formed a Union to bargain for things like pay, work rules and working conditions.

We are TWU Local 556, the Union of Southwest Airlines Flight Attendants. Our Local was formed in 1975 under the Transport Workers Union of America and shortly thereafter our first Contract was negotiated and ratified. Each Contract has been a building block of progress, taking us to the next Contract that brought us better wages, work rules and benefits than the one before it. All of these Contracts were the product of a well prepared and highly skilled Negotiating Team, supported by a committed, informed and united Membership who was willing to show up and make their voices heard for the Contract well deserved.

We have seen many improvements from Contract to Contract. All the benefits and rights that we enjoy in our work place today are because our Union has fought for them.

Being unified, organized and unionized as Transport Workers Union Local 556, we have negotiated:

- ✔ One Pay Scale
- ✔ Holiday Pay
- ✔ Vacation Pay
- ✔ Sick Leave Pay
- ✔ "A" Pay
- ✔ Overfly Pay
- ✔ Extended Duty Day Pay
- ✔ Protections
- ✔ RIGs Minimum Pay Rules
- ✔ Longevity Pay
- ✔ Overlap
- ✔ Unlimited Trip Trading
- ✔ No Employment based Minimum Hours
- ✔ Commuter Policy
- ✔ Jetway Trades
- ✔ Waiving Deadheads
- ✔ DRT
- ✔ Jobshare
- ✔ Buddy Bidding
- ✔ Initial Training Pay
- ✔ Uniform Allotment
- ✔ AM/PM Reserve
- ✔ 2 Hours Reserve Call Out
- ✔ Reserve Self-Assignment
- ✔ PASS/FLY System
- ✔ Rotating Reserve System
- ✔ Airport Standby Monthly Limit
- ✔ Committed Partner Benefits
- ✔ Pregnancy and Parental Leave
- ✔ Education Leave
- ✔ Funeral Leave
- ✔ Military Leave
- ✔ Free MBL per quarter
- ✔ NS Recovery
- ✔ PIN Personal Illness Note
- ✔ Record Improvement
- ✔ Single Crew Hotel Rooms
- ✔ No Weight Checks

ALL of the contractual benefits listed above are because we have Union representation

What Do You Get Without a Union?

INTENTIONALLY LEFT BLANK

There is no contract language ***... All Work Rules and Pay are Subject to Change.***

Is Change Getting the Best of You? CISM Can Help

by Rachel Bleier

Ahhh…the change of seasons and summer is finally here. It's a great time of year: Sun-drenched days repeatedly filled with backyard BBQ's, lazy strolls through the park, children laughing and birds chirping.

Errrrch…. (sound of record scratching). Let's try that again.

Summer is finally here. That means Florida thunderstorms, reroutes, and unexpected changes to trip lengths, overnight cities, and crew rest. And let's not forget full flights, and yes, crying babies. In addition to personally feeling the pinch of erratic flight schedules, our beloved Company is also going through tremendous change.

The AirTran merger is nearly complete, new hire classes are scheduled for the remainder of this year and next, and for the first time in Southwest history, we are flying international routes. Such changes are felt in the former AirTran Employee who once lived within driving distance from base and now must commute; the new hire who has never spent a night away from the comforts of home and family; the senior mama who is baffled by a Customs Declaration form. Lets face it and acknowledge it squarely: Southwest Employees are experiencing a whole lot of change.

Though the physical discomforts of hot, noisy airplanes are significant, the psychological effects of change can be profound. Researchers have found a positive correlation between change and physical illness. The "Life Change Scale" questionnaire, which is a psychological tool that measures the amount of change experienced by a person over a given time (Holmes & Rahe, 1967) asks people to mark on a list which important changes they recently underwent: move to a new home, a new job, marriage, divorce, birth of a child, death of a family member, travel, promotion, etc. Using this scale, it was shown that individuals with high life change scores are significantly more likely to fall ill. More surprisingly, it turned out that illness correlates with all changes, positive (such as marriage or promotion) as well as negative (such as divorce or job loss).

The way change affects our physical state, such as illness, is closely connected to the effects of change on our mental state. At first, the emotional reaction associated with change is psychological arousal. With positive change we might feel curiosity, excitement, and wonder. With negative change we may become angry or lack understanding, which may trigger confusion, tension and fear. However, the longer either positive or negative arousal is sustained, the more likely fatigue will set in. If a person does not manage to find an adequate response to the experience that change has elicited, he or she will experience loss of control, distress, or physical illness.

At the most basic level, the instinctive reaction to stressful situations falls into three main categories: fight, flight or fright. The "fight" reaction is associated with anger and aggression. "Flight" corresponds to fear and anxiety. "Fright" is associated with numbing apathy, despair and depression, which are all characterized by helplessness. Therefore, it is how we react to change, and thus stress, that determines our well-being.

Accepting sudden, unexpected change can be one of the most difficult challenges in life. It is normal to want control over situations, particularly during times of change. However, when control is is not possible we sometimes seek ways of gaining control, for instance, by obsessively organizing the galley, or micromanaging our Crew Members. A better way to cope is to acknowledge the discomforts of change and accept uncontrollable change for what it is. Then, try these tips for coping with change:

- *Anticipate change*. Take steps to avoid becoming rigid and afraid of new experiences.
- *Take care of your physical and emotional health*. Eat a healthy diet, exercise regularly, get enough sleep, and limit your alcohol consumption.
- *Learn some relaxation techniques.* Yoga, meditation are good examples.
- *Keep an open mind.* Try not to jump to conclusions about the change you're facing.
- *Gather information.* The most stressful thing about change may be the uncertainty it brings.
- *Limit or "pace" your changes.* Try not to take on a big change before you've adjusted to another one.
- *Talk about your feelings with people who can help.* Friends and family are great resources, and CISM is available 24/7.
- *Consider joining a support group.* There's power in sharing with others like you.
- *Consider seeing a professional counselor.* Don't be afraid to ask for help. ClearSkies is available.
- *Hold onto your sense of humor.* Laughter is the best medicine!

Editor's Note: Rachel has served on the joint TWU Local 556/Southwest Airlines Critical Incident Stress Management (CISM) Team for several years. If you experience a traumatic event on or off duty or are experiencing depression due to stress or anxiety, please contact a CISM Team Member by calling 800-408-3220.

Dr. Rachel Bleier has been a Flight Attendant for Southwest Airlines since 1998 and is based in Chicago. She earned her bachelor's, master's, and doctoral degrees while maintaining the job she loves most!

Grievance Committee Update

by Becky Parker

Summer 2014 is here and grievances are continuing through the process. In the last Grievance update, the Union reported the success surrounding its strategic plan to resolve as many older grievances as possible to enable TWU Local 556 to focus on more recent grievances. Since the last publication of Unity Magazine, the Union has processed a total of 88 grievances. Since the strategic plan put us in position to focus more on newer grievances, I ran some numbers to see what has been accomplished with the newest 88 grievances filed. As it turns out, only 44 of them still remain active and unresolved. This means that 50% of the total grievances filed between April 1, 2014 and July 14, 2014 have been settled, withdrawn or released. The breakdown is as follows:

Total Filed: 88
Total Removed: 44
Total Settled in favor of the Grievant: 18
Total Withdrawn without prejudice: 24
Total Released: 2

For those that are unaware of what it means when a grievance is withdrawn, settled or released, I would like to explain. A Flight Attendant has the option to withdraw a grievance without prejudice at any time for any reason. This will usually occur after the grievance has been denied and the Grievant does not wish to proceed further. Also, Flight Attendants have the option to release the Union after the grievance is filed and may proceed on their own (this does not apply to contractual grievances). Sometimes this will happen if a Flight Attendant prefers to pay their own attorney to represent them in lieu of Union representation. We do not recommend this unless absolutely necessary. And lastly and preferably, a settlement is an agreement reached between the Company and the Union, which ultimately resolves the dispute.

To break down the above numbers even further, of the 88 grievances filed, 18 of those were termination grievances making up 20.5%, 45 were non-termination grievances (51.1%), 24 were Contract grievances (27.3%) and one Group Grievance was filed.

The Union is still working to resolve all grievances, new and old. I would like to leave you with the final breakdown including all grievances, old and new that we currently have on file. As of July 14, 2014 the total number of grievances is broken down as follows; 22 terminations, 18 contractual group grievances, 17 non-termination discipline grievances, and 49 individual contractual grievances for a total of 16 active grievances on file. The 22 termination grievances make up 20.8% of the current grievances on file. We have 3 termination grievances involving Flight Attendant's that have reached 12 attendance points, 1 termination for dishonesty, 3 for testing positive for Drugs or Alcohol, 3 for allegedly abusing sick leave, 1 for alleged job abandonment, 2 for alleged theft, 1 for alleged threatening behavior, 1 for alleged fighting, 1 alleged violation of the Social Media Policy and 6 for failing to be within two-hours driving distance while on reserve which is a Class 1, Section 17 violation of the Work and Conduct Rules. These terminations, as any discipline could have been avoided. Please remember to read and understand your Flight Attendant Work Rules and Expectations/Company Policies. You can find this on SWALife under the Inflight>resources tab, as well as your Flight Attendant Binder. The best way to avoid potential discipline is to know your expectations. As always, contact your Union should you have any questions or concerns. We are here for you!

Becky Parker is a Dallas-based Flight Attendant and the TWU Local 556 Grievance Committee Chairperson bparker@twu556.org 214-640-4321

Airline Angels

Your Union would love to brag on you – Southwest Flight Attendants – in regard to your community service, including any and all volunteer projects.

Naturally, as a volunteer, you do not expect recognition, but we ask all you humble volunteers to share your story and pictures with us. Your personal story may inspire others to step out and get involved.

To share your experience, or if you know of an Airline Angel, please email name, Employee number, contact information and a brief description of the service.
Please attach pictures (if available)
AirlineAngels@twu556.org

We are taking Temperatures on the Airplanes

Aircraft Temperature Readings

by Matt Hettich

On June 20, TWU Local 556 Domicile Executive Board Members and Shop Stewards conducted cabin temperature readings aboard aircraft in nearly every Inflight domicile. Our goal in conducting temperature readings was to document and raise awareness of cabin temperatures to which our Members and Passengers are exposed. Temperature readings were captured in three locations onboard Southwest Airlines aircraft: the forward galley, mid-cabin, and the aft galley (our Flight Attendant boarding positions). In total, we collected 258 temperature readings aboard 86 different aircraft in nine separate domiciles. Here is what we found.

The forward galley location was, on average, the warmest of the three locations tested. Of the 86 aircraft examined, the average forward galley temperature was 79.4 degrees. The single warmest forward galley temperature reading was captured in Houston, aboard a 737-700: the temperature was 91 degrees. A number of factors contribute to higher temperatures in the forward galley. First, the forward entry door remains open during the entire boarding process; this allows conditioned air to escape the cabin. Second, provisioning accesses the forward galley through the forward service door. For an extended period of time both forward doors are open, making it nearly impossible to keep the forward galley area cool on hot summer days. Additionally, once the conditioned air escapes from the forward galley location, it is difficult to cool this location because there are only two air vents in the forward galley on 737-700 and 737-800 aircraft, and on some 737-300 aircraft there are no air vents in the forward galley.

The aft galley location was, on average, the second warmest of the three locations tested. Of the 86 aircraft examined, the average aft galley temperature was 76.5 degrees. The single warmest aft galley temperature reading was captured in Phoenix, aboard a 737-700: the temperature was 92.4 degrees. One explanation as to why the aft galley boarding location is slight cooler than the forward galley (almost three degrees on average) is that the aft boarding door does not have to remain open in a continuous fashion. The aft service door remains open for several minutes during provisioning service, but otherwise remains closed through the deplaning and boarding process.

The coolest location was, on average, the over wing window exit (OWWE) boarding location. Of all 86 aircraft examined, the average OWWE temperature was 75.98. However, the OWWE location recorded the warmest single temperature reading of 94 degrees. This temperature reading was captured in Baltimore aboard a 737-700. The obvious reason for cooler average temperature readings is the lack of aircraft doors at mid cabin and the abundance of air vents to distribute conditioned air.

One area in which we can influence the cabin temperatures is by making the Public Address (PA), "please close the window shades and open all the vents above you". In the past, this PA was made during the deplaning process; now the PA should be made prior to gate arrival. Having Passengers lower their blinds and open their vents can make a 5-10 degree difference in overall cabin temperature. A reminder about the summer procedures PA can now be found in the "Comments" section on your Flight Attendant Information Sheet. While we were collecting temperature readings aboard aircraft, we also asked the Flight Attendants if the summer procedure PA was made after arrival. Of the 86 aircraft surveyed, 60 percent of the Flight Attendant crews made the summer procedures PA.

Also, if the cabin gets too warm during boarding or deplaning, or at any time the air conditioning is hooked up to ground services, please ask the Captain to start the Auxiliary Power Unit (APU). If they don't, this needs to be reported in the form of an Irregularity Report (IR) and Aviation Safety Action Program (ASAP) report, so that Management is aware of how often this is occurring and the problem can be addressed with Flight Operations. If you are told that the air conditioning is broken or isn't working adequately in a jet bridge (gate services/preconditioned air), please report this in the form of an IR and ASAP so that Management can resolve the problem at the affected station.

Moving forward we will continue to document temperatures aboard Southwest Airlines aircraft throughout the summer months. We are encouraging our Members to report hot aircraft via IR and ASAP reporting methods – ensure to include aircraft number, gate number and city code. We are also reminding our Members to implement the summer procedures during your arrival PA. These efforts are designed to evaluate the effectiveness of our summer hot aircraft procedures and make recommendations to Southwest Airlines Management for further improvement to cabin air temperatures.

Matt Hettich is an Oakland-based Flight Attendant, the Oakland Domicile Executive Board Member

"The Only Thing Constant is Change."

Jekyll & Hyde, The Musical (originally a quote by Heraclitus)

by Angie Kilbourne

When I first saw the musical Jekyll & Hyde, I was enthralled by so many things... but the one thing that resonated through my mind and heart, was that quote. Change is happening in every aspect of our lives, including here at Southwest Airlines. In my nearly 14-year tenure as a Flight Attendant, I have been witness to changes both big and small... good and bad... welcomed and resisted. Let's take a trip down memory lane and touch on a few of the MANY changes I've witnessed over my short time being "the Spirit of Southwest".

For those of you who have been here for 14+ years, I have one word for you... SKORT! Hahaha! Our uniform has seen a MAJOR facelift over my time here at Southwest Airlines. I still remember standing in the dressing room in Dallas, fluorescent lights making my new Clinique "Hot Date" lipstick look almost burnt orange and trying on those pleated khaki pants with the red, white or blue polo shirt. You know... the one that curled up at the collar no matter how much starch I used?! In that instance, I NEVER would have imagined if you hit the fast forward button that I would be typing this while sitting next to my two-inch black heels and navy blue dress with SILVER wings! When I look back at pictures from times before I was here, it always makes me chuckle at how DIFFERENT every era of Flight Attendants' uniform was. But the one thing that stayed consistent (whether it's in hot pants, khaki shorts, blazers with a tie... or whatever's next), is that winning Southwest Airlines Flight Attendant smile. Our uniform will continue to evolve. I hope that it doesn't follow other fashion trends and reintroduce old as new. I can't handle another set of pictures wearing "hot date" with my complexion!

When I sat Ready Reserve in Oakland, I got one of two trips almost EVERY week! The AM trip was LBB/HRL and the PM trip was HRL/MSY. Patrick in Inflight Scheduling used to chuckle about it. "Angie Baby, I've got your trip for you." BOTH of the trips had seven legs the first day, eight legs the second day (on a 737-200) and seven legs back home on day three. YIKES! Every once in a while, I'll be looking in Open Time to trade my trip and see a similar pairing... which makes me break out in a cold sweat and flashback to those "three-fold" trips (you know, the ones were you have to fold your trip sheet three times to make it fit in your pocket?!). With the addition of more long-haul flights, a LOT of those trips went away (thank goodness!) and introduced us to snack packs (remember the biscotti cookies? So good with the spreadable cheese, half a packet of sugar and a squeeze of lime!) and now, the select-a-snacks. I'm sure with the introduction of Near-International and International flying, our trips will morph yet again. Then we can all sit around a talk about the "days when we flew seven legs in and out of Vegas on a Friday night... barefoot... in the snow... uphill both ways..." which is how ALL good stories should start.

I think we can all agree that one VERY GOOD CHANGE was the reconfiguration of our fleet to GET RID OF THE LOUNGES! For those of you who think I'm talking gibberish... imagine walking on the airplane and looking down the aisle. Rows one and two faced each other on both sides... after a bulkhead, so did the OWWE rows... and in the back (just on one side) there was one more section of group seats. Now pretend you're flying BUR-LAS on a Friday night and seat bachelorette parties there. Or even more uncomfortable, picture a full flight where complete strangers sat knee-to-knee (literally) staring at each other and trying their best not to touch. EEEKKK! The ONLY good thing, in my opinion, about the lounge seats was that you could fit a roller-bag underneath the middle seat at the overwing... once you asked everyone to lift their legs and banged their knees to slide it under! So we got rid of that hassle (PHEW!) and started seeing more beautiful new 737-700's. On the West Coast, we kissed the 737-200's and their "garage door" galleys and folding closet goodbye as they flew off to bounce around Texas until they retired. Our operation continued to evolve (no pun intended) and we've seen the change to more seats and larger aircraft types. Who knows what the future will hold with the new 737-MAX airplanes? But it's undeniable that, as a group, we will need to be ready for more adjustments. Let's keep our fingers crossed that these changes are more along the lines of the hydraulic assist on the OHB's and NOT the half carts!

In the 14 years I have been Inflight, we have been involved in three Contract Negotiations (one that took two years, was very contentious and resulted in the removal of a CEO and a FAT RETRO CHECK! Thank you, Negotiating Team!). But the one thing that has constantly improved is our Re-

serve system. I wasn't around with the one-hour report time (thank goodness!), but I vividly remember Junior/Senior Call Out. Our Ready Reserve system is very similar to "the olden days" with many fabulous improvements, such as: limits on how many times you can sit APSB, restrictions of converting you to RR from AM/PM reserve and being credited towards your guarantee when you do sit APSB (we were not). We all did the "happy dance" when Junior/Senior Call Out showed up on our screens. Mind you, all blocks were four-day blocks because we still had four-day trips in abundance. When you sat JR/SR Call Out, you were good for contact between 0400-0800 AND 1600-2000. Looking back, it's fun to remember groups of us going in to San Francisco or to Jack London Square (with the pagers we checked out from the Inflight Office just in case BART was delayed and we were away from the hotel too long) and then waiting to go to dinner so we could celebrate with a little happy hour after our evening "sit and watch the phone" time. With the introduction of AM/PM Reserve and self-assigning, we have taken a gigantic leap in a very positive direction. And I'm sure changes within the Reserve System will only continue to make our quality of life improve.

In our industry, mergers and acquisitions are seemingly frequent.

Perhaps the biggest (and scariest) change that has occurred during my time as a Flight Attendant was the way our job description and way of thinking changed after the attacks of 9/11. As a country, whether you were a Flight Attendant or not, you watched those events unfold with incredible disbelief and sadness. As a member of the Flight Attendant community, I can say whole-heartedly that day changed my life in more ways than one. We went from being your fun, servers in the sky... to the protectors of the integrity of our aircraft, come what may. There used to be a time (and not too long ago) that the cockpit door wasn't always locked. In fact, when the Pilots wanted to tell you something or ask for a drink, more often than not, they would flick the door lock a few times and from the forward Flight Attendant jumpseat you would hear a *click click click* and enter the cockpit automatically to see what they needed. I saw many a beautiful sunset/sunrise, fireworks show and St. Elmo's Fire this way. We went from worrying about folding and stowing the disgusting pillows and blankets... to carry-ons not being allowed... to Passengers not being able to leave their seats for the last 30 minutes of the flight in to SLC (for the Winter Olympics)... to passwords for cockpit entry... to fighting with "Bob" (the dummy in Oakland has a name) in recurrent training. And while all of these changes came about because of a horrible and tragic event, our job descriptions as Flight Attendants will forever be first and foremost, the safety and security of our airplane.

"If you don't change, you die."
~ Herb Kelleher

In our industry, mergers and acquisitions are seemingly frequent. But I honestly never gave it much thought. I wasn't here when Southwest bought Morris so I didn't have any idea what the process would be like. I think many Southwest Airlines and AirTran Flight Attendants heard the news and were both nervous AND excited. For me, I was trepidatious of how the seniority list would be combined; when would everything take place; how many new changes would be in my near future; and gosh darn it, would they like me? But at the same time, I was awed at this new adventure. I knew that this move meant BIG things for the company I LUV and I was excited to take that ride with my fellow stews from BOTH Inflight groups. For way too long (IMHO), we've been waiting patiently to welcome all of our new family members to SWA and to actually BE one Company! And now as we are nearing completion of that, I think we can all look back and say that while there were bumps in the road... our future is so bright, we've gotta wear shades!

"Una cerveza mas, por favor." That is the extent of my Spanish. But in 2000, my 23 year old mind (don't do the math to calculate my age... that's rude! LOL) didn't even grasp the possibility that my little airline that could would EVER be branching out to other countries. Who would've thought that we would have to jump in to a pool with Coworkers that wouldn't involve a happy hour first?! Or that a Southwest Airlines Crew going to Mexico didn't mean taking the 165 kit (allegedly!) and the beat up caravan across the border to lay on the beach and have some laughs on a HRL overnight?! Now passports are a must, the LODO Program is in the works and many exciting new destinations are in our future. And while my one line of Spanish is spoken beautifully (and could come in handy... don't judge!), I probably should consider investing in Rosetta Stone sometime soon.

"The only thing constant... is change." Over my 14-year career here at Southwest Airlines, I've found this phrase to be exceedingly true. It's been an exciting, fun and sometimes stressful journey. But I'm so proud to have taken it with my Inflight family and Brothers and Sisters of TWU Local 556. And while I definitely have my "WHO MOVED MY CHEESE?" moments, the thought of the future makes me smile. As the marvelous Herb Kelleher once said, "If you don't change, you die." Truer words could not be spoken.

In Unity, Angie Kilbourne

Angie Kilbourne is an Oakland-based Flight Attendant

Why We Help Others With Change

by Thom McDaniel

On the theme of change, as many of you know, since I left the position of President of our great Local 556, I have been on a Union leave negotiated in our Contract to work for TWU International as an International Representative. While I am still a Southwest Airlines Flight Attendant, take RT, and can pick up on my days off, the majority of my time is spent representing TWU, including our Local, on Flight Attendant and other Union issues in many different areas nationally and internationally.

During the last year, in addition to helping to negotiate a first Contract at Allegiant Air, I have been given a new and very exciting challenge in helping the Flight Attendants at Virgin America and JetBlue form their own Unions with TWU. With our TWU Local 556 Contract and Labor/Management relationship being the envy of the industry, there is no question why these Flight Attendants chose TWU. This has however, caused some confusion among our Southwest Airlines Flight Attendants about why we would be helping other Flight Attendants who may be competitors.

The most obvious reason for this should be that as compassionate and caring people, we should want all workers to have the fair compensation, work rules, and benefits that we enjoy at Southwest Airlines. There are however less obvious reasons that are equally important.

In negotiations with Southwest Airlines, we both prepare proposals with the ultimate goal of reaching a fair agreement. Many of these proposals are specific to our Company to address our business model and future. These are addressed and agreed to with creativity and collaboration by both parties. There are also "bread and butter" issues that are based on "industry standards" that are no more than simple math. If another airline has extremely long duty days, short crew rest, restrictive leave policies, vacation accrual, or low compensation, it drives down the industry standard for everyone else including our TWU Local 556 Negotiating Team. Improvements in work rules and compensation at other carriers' boost our position at the bargaining table and poor working work rules, compensation, and benefits drag us down.

In addition to industry standards, there are also industry costs. The price of a ticket and how much profit we make at Southwest Airlines is dependent on both market demand – how much our Passengers will pay and cost – how much the equipment, facilities, fuel, service, and labor costs to get them there safely. Our CEO Gary Kelly is famous (or infamous depending on who you talk to) for focusing on fuel and labor costs. In fact, his actions in "fuel hedging" kept us profitable when all other airlines lost money just by managing our fuel costs.

With the industry-leading Contracts that most Employees at Southwest Airlines enjoy, our labor costs are higher than carriers who provide low wages and poor work rules. We still have to compete with them on ticket prices, however the playing field is not level, as they have lowered their costs on the backs of their Employees. Recently I was discussing work rule changes at JetBlue with some of their Flight Attendants. When the company started in 1998, they paid their "Baby Blues" (new Crew Members) $20.00 per hour. JetBlue has remained profitable and cost of living expenses have continued to go up, but about two years ago, they reduced the starting hourly pay to $18.50 per hour. Now that's a change that no Flight Attendant should have to face. A voice in the workplace with a Union prevents balancing the books on the back of the workers and levels the playing field for companies who do provide fairly negotiated compensation, work rules, and benefits.

Currently, Virgin America Inflight Team Members (ITMs) or Flight Attendants are voting to form their own Union with TWU. This will be their second vote as they also held a Union vote in December 2011 which failed, so you might ask what has changed this time. As usually happens during a Union drive, Management attacked the Union and made many promises to make improvements. Most of those who voted no last time quickly saw those promises broken as soon as the election was over and are committed to voting yes for a positive and professional voice in their workplace with TWU.

It is my hope that by the time you read this, we can count Virgin ITMs as our newest TWU Sisters and Brothers and JetBlue will be next. When you see our fellow Flight Attendants in the airport or on the plane, be sure to share your support. The positive changes they can achieve with a strong Union will provide much needed improvements in their quality of work life and in the long run will benefit us all.

Thom McDaniel is a Houston-based Flight Attendant and an International Vice President of TWU

Real Stories and Hot Topics at the Union Office

by Barbara Fitzhugh

When I was first asked to write a "Real Story" about a hot topic, so many things came to mind. Although there are many hot topics lately related to reschedules, the following stories stuck out in my mind.

Example #1: Sammy Stew blocked his Reserve blocks together. On day three of the first block, Sammy began to feel bad. Sammy was a commuter so he decided to fly home first, and call out sick for his next Reserve block once he arrived home. Sammy mistakenly believed that he would not be able to commute home once he called out sick. Unfortunately, when Sammy arrived home, he took medicine and fell asleep and did not wake up to call Inflight Scheduling until 0515 the next morning. Sammy was good for contact at 0300. He was called in for a Fact-Finding Meeting for violating the Flight Attendant Work and Conduct Rules, Class 1 #17. Southwest Airlines Management did not dispute his illness, however terminated him for violating the work rule.

We are seeing a rise in terminations for Class 1, #17 violations again at the Union Office. I know there is still some confusion regarding this work rule. Please contact the Union if you have any questions about when you need to be in your domicile for your Reserve obligation. Remember, you may non-rev on a sick day only for the purpose of going home from base or positioning yourself in base for an assignment. In other words, call out sick as soon as the condition is known, and then go home. That way you won't take medicine and fall asleep, then forget to call out sick for your Reserve block. Just make sure you contact your Inflight Supervisor to advise him or her that you are traveling on a sick day for either of these purposes. Although in the above example, Sammy was not actually commuting on a day he was sick, had he realized that he could call out sick and then still be able to travel home, he would not have violated the work rule.

Example #2: Sallie Skygoddess was flying a three-day trip. Like many of us, she had experienced reschedules due to the weather. She had a long day on day two, checked in to the hotel and went to bed so that she had adequate rest prior to her 0900 report time. At about 0300, her hotel room phone rang. She did not answer. Sallie then logged onto CWA and looked to see if Scheduling had called for a reschedule. They not only called to reschedule, but they wanted her to report two hours earlier. Sallie did not contact Scheduling. Then Sallie's cell phone rang. She observed the call was from Scheduling but did not answer. Scheduling left a message advising Sallie they knew she had checked her screen and that she needed to self-acknowledge the change to her trip. Hotel security then banged on her door and yelled that she needed to call Scheduling.

Many Flight Attendants have complained about the tactics of Scheduling when attempting to contact them for a reschedule. Please remember that you don't have to answer your hotel door or phone during your off hours. You are not even required to answer your cell phone during your off time. According to Contract Article 8.3.C, "A Flight Attendant shall not be required to keep the Company advised of her/his whereabouts during the off-duty periods." This even applies if you log in to CWA and look at your screen and see the reschedule. You are also not required to self-acknowledge an assignment. If Scheduling has not spoken to you regarding your reschedule and you did not self-notify, then you have not been notified of your new assignment. I know we all want to help out when we can, but Scheduling does have other ways to contact us – calling us in the Jetway or sending a message to the Operations Agent or the Pilots to have the Flight Attendant call Scheduling.

Example #3: Stanley Skywaiter checked into his hotel after being rescheduled. He did not check that his van times were correct since the hotel provided the times. Stanley knew that Flight Attendants were not supposed to change their van times because he had been reading his Crew Room and Board newsletters and this was emphasized. He also knew that since this was a reschedule, Scheduling provided his departure time to the hotel when they sent the room authorization. Stanley took his scheduled van the next morning, only to arrive at the airport for his deadhead flight and realize that the plane was pushing without him. He received a No Show for his first working leg and No-Show recovered his pairing. Stanley grieved his No Show. During the grievance process it was discovered that Scheduling provided an authorization form showing a departure time of 0800, with no specifications as to time zone. The hotel believed this time was the local time push, as they normally worked with local time. Unfortunately, the time provided by Scheduling was "Herb Time." By relying on the van times provided by the hotel, Stanley was an hour off and did not make push. Management did not believe that this failure to specify the time zone was the cause of the No

Show, so this case ended up at a Board of Adjustment hearing.

Unfortunately, the Board of Adjustment (BOA) did not overturn Stanley's No Show because they believed the ultimate responsibility belongs to the Flight Attendant to verify that the van times are correct. The BOA made recommendations for Management to ensure that this does not happen again. They asked that Scheduling always give all flight times and scheduled departure times when informing Flight Attendants about reschedules. They also have asked that Ted Byron, the Chairman of the Hotel Committee, publish information in the Crew Room and Board newsletter advising Flight Attendants to also verify that van times are correct, not simply admonish them against changing the times. Lastly, the BOA has requested that Management add "Central Standard Time" (CST) to all hotel authorization forms, so that it will be clear in the future. Please make sure that Scheduling gives you all the proper information when they give you a reschedule, especially if it involves a change to your report time the next day. This can be important when you don't have a chance to print out a trip sheet with the new assignment. If you have a question about your van time being correct, please call Scheduling and verify the time. Put the responsibility on them to confirm or correct the times.

Barbara Fitzhugh is a Houston-based Flight Attendant and serves on the TWU Local 556 Grievance Team.

I Need Some Air!

by Cuyler Thompson

I no longer heard screaming. The high-pitched whine of jet engines wailed in my ears and a deep, base-laden roar of flames vibrated through the aircraft as they closed in on my Crew and me, making it hard to breathe. We were hurling back to earth at 500 miles per hour, a ball of fire and twisted metal, toxic smoke choking out daylight and oxygen in the cabin. The aircraft pitched violently, throwing Angie to the ceiling, her Portable Breathing Equipment (PBE) exploding in a burst of flammable gas from the extreme heat. Beverly screamed, "Cuyler!" I focused only on my charred and bloody hands, not the pain, and continued hammering at the bare cabin floor with the crash axe, attempting to expose the source of the fire so that Beverly could extinguish it. "Cuyler!" I knew that Beverly's PBE was melting because mine was, too. I took a deep, final breath and ripped the PBE from my head. I squinted through singed eyelashes and watering eyes as I frantically clawed at the floor, holding my last breath of air for what seemed an eternity. I heard myself scream, "I need air!"

I gasped so violently as I leapt from the couch and collapsed onto the floor of my friend's San Francisco flat, that I first imagined there was a large, exhausted animal in the room. The primal sound made by the rush of air flowing into my lungs was loud and dramatic and frightened me. I jumped to my feet, adrenaline flying through my veins. Where was I? Where are Angie and Beverly? I looked at my hands. I stumbled, hypoxic as I held my breath again for no real reason. I gasped again as I thrust my head through the open window and into the cool San Francisco night. The busy, comforting sounds from the streets below were lifted up to me by the cool wind off the Bay. I inhaled it all. I needed air.

I didn't really have the usual, expected airplane crash/emergency dreams when I was new like many Flight Attendants. My bad dreams always tended to be about not getting my drinks out on leg number seven, Friday night between Houston and Austin or doing the emergency demo naked, (I might actually try that sometime). I had a couple of bad dreams after September 11, but the nightmares about plane crashes and emergencies didn't begin until I had been a Flight Attendant for ten years or so. The nightmares are colorful, vivid and intense and I can usually remember everything about them. I never seem to be flying any particular position or heading to a specific destination. Sometimes I'm flying with good friends; sometimes I don't recognize the Crew Members in my dreams at all. Sometimes a nightmare repeats itself several nights in a row. Sometimes there is smoke or fire in the cabin; sometimes the oxygen masks fall but are not connected to anything; sometimes there is an explosive depressurization at 40,000 feet. In one nightmare, we had accidentally flown to the outer limits of our atmosphere and had run out of oxygen. In my dreams, I remain calm and professional in these situations but my "Fight, Flight AND Fright" impulses ALL kick in at the same time and cause me to hyperventilate, hoarding air like at any moment there will be no more left to breathe. I must take it all in while I can and then hold my breath for dear life. I awake gasping, grasping, and gulping for air. My nightmares all involve air, or the lack of it.

So I pick up a trip.

Have you ever found yourself in an intense or uncomfortable position or conversation and said, "I need some air," and then stepped outside and away from the situation? We separate ourselves from the issue so that we may think more clearly in a more comfortable place, outside where the air is fresh. We can then breathe deeply and start again with a fresh perspective. Sometimes situations in my home and personal life get too hectic and I just want to "step outside for air!" I'm stressed and I need a fresh perspective: a "new view," if you will.

I can always tell when I need to pick up a trip. My San Francisco friends tell me I lose patience easily when I haven't flown in a while, and that I become "listless and distant." I once returned from a three-day trip feeling noticeably lighter and refreshed and (after hibernating for the first twelve hours) immediately invited my friends over for a long dinner conversation. They commented on my improved attitude and wondered if it correlated with me working a trip after a long vacation. I now know that when my personal and home life seems too hectic that, "I need some air." I need to get on an airplane, and serve peanuts, and arm the doors and gossip on the jumpseat. I need the routine. I need to not be in control. I need to turn off. I need what has become for me, after nineteen years of insane Passengers, long days, short nights, aches, adventures, bad food and cheap booze… the *normal*. I need to have my feet off the ground and my head in the clouds.

The Flight Attendants at Southwest Airlines have become some of my closest friends and family. We've been through first dates, marriages, kids, divorces and deaths together. We've seen both wonderful and horrible things happen to our Co-workers, our airline and our industry. Good or bad, I can always count on you to be a source of light and comfort on my darkest day and share in my successes as well as my failures. Just when I'm finding it hard to breathe, you lift me up so that I may once again lose my head in the clouds.

What the heck?

Cuyler tends carry-on a bit sometimes: sorry. Sometimes I have nightmares. Sometimes I need to step outside for some fresh air and see a new view. Flying a trip with my Southwest Airlines friends and family, brothers and sisters, helps me to clear my head by doing something that after nineteen years, just comes natural to me and allows me to distance myself from what's going on at home. I return with a lighter heart, a lift for my soul. Call me crazy, but I *need* to fly.

If I haven't flown in a while, I miss it: all of it. And all of you: the "good crazy" and the "bad crazy," just the same. I just need to be on a jet, doing my thing while the world speeds by at 500 miles per hour, seemingly without me for three days. If I haven't flown in a while, I lose patience with my personal life and become listless and distant and need a fresh perspective. My friends have come to understand that when I say, "I need some air," I mean that I need to fly.

Breathe.

I filled my lungs with the cool San Francisco night air and all of the smells and sounds that the wind lifted through the open window. Thank you, Beverly and Angie; you were the heroines of my nightmare tonight. You were by my side and stuck with me to the end. Whether we survived or we didn't, we fought it together. I lay on my friend's couch, counting my breaths and waiting for sleep to come once again. Stupid nightmares. I just need some air.

Cuyler Thompson is an Oakland-based Flight Attendant and the Recording Secretary to the TWU Local 556 Executive Board. He also serves on the Communications Committee.

What do Diet Pills and Rolls of Quarters Have in Common?

by Lisa Trafton

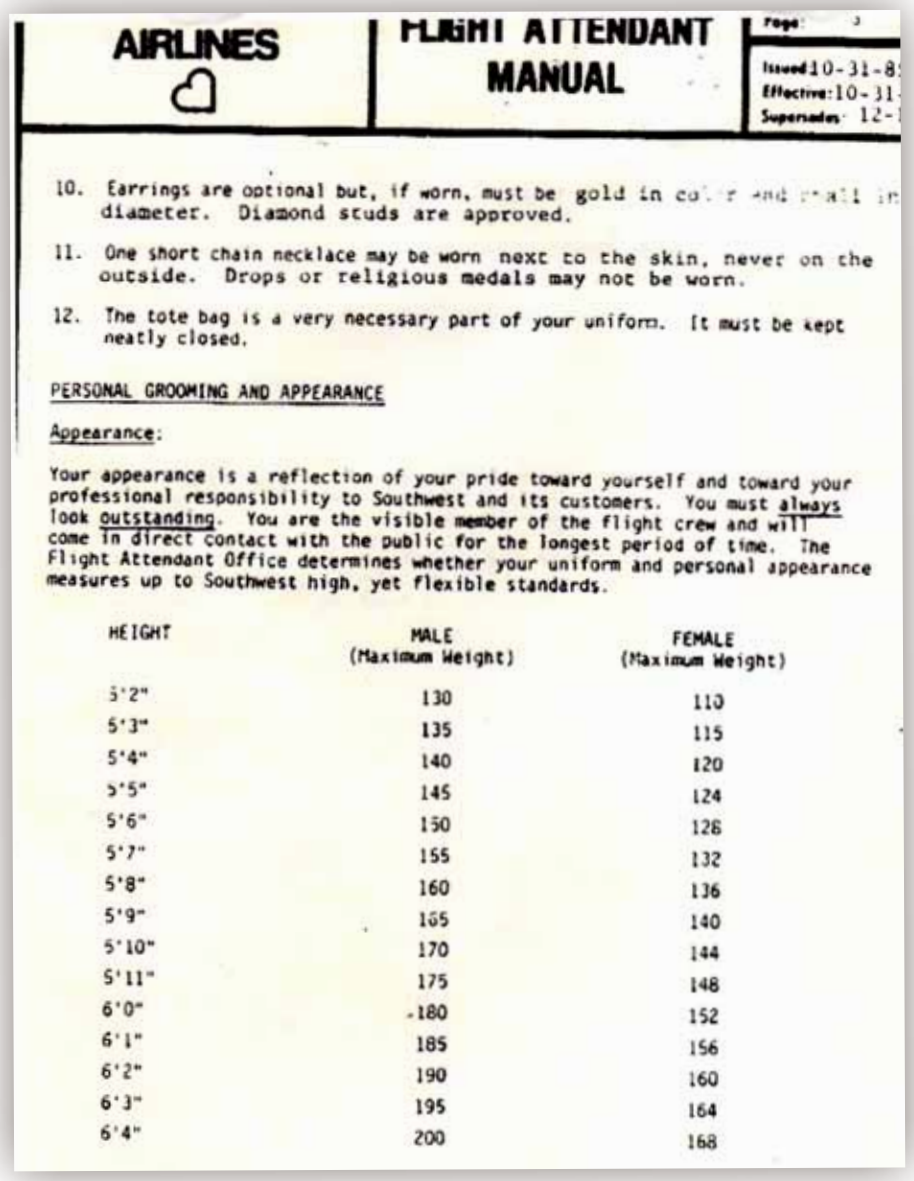
If you were a Southwest Airlines Flight Attendant before 1996, you will remember both and know that the answer to this question is the dreaded "Weigh-in." I remember the first day of Inflight Training where one of my classmates was dismissed for being ¼ pound overweight and the last day of Inflight Training, where another classmate had to strip down to his BVD's just to pass Weigh-in.

As a Probationary Flight Attendant "back in the day," you not only had to pass your oral and written exams on top of being an outstanding Flight Attendant, you also had to step on a scale in front of an Inflight Supervisor and "Weigh-in" every month. Once a Flight Attendant was off probation, they only had to weigh in twice a year. If you were 5'2", (even though you might have been in in great physical shape, muscular and toned) females could not weigh more than 110 pounds; male Flight Attendants could not weigh more than 130 pounds. The fact that muscle weighs more than fat was never taken into consideration.

The things we ladies and gents did to make sure we passed the Weigh-in were crazy at times. The month before Weigh-in, the checklist began for some:

Diet pills? . . . . . check
Water pills? . . . . . check
Salad or Soup only? . . . . . check

If a Flight Attendant failed Weigh-in, we were put on "Weight Check" and required to weigh in with a Supervisor again every two weeks until once again reaching our maximum weight. We had to show weight loss progress of at least a ½ pound in order to not receive progressive discipline. We were determined NOT to be put on Weight Check. This is where the rolls of quarters come in to play. If a Flight Attendant knew they were not going to pass their Weigh-in, they would get rolls of quarters to put in their socks or in their pockets so that when they weighed in, they would be even heavier. Then the next time they had to weigh in, they did so without the quarters on them, and VOILA! They were guaranteed to show weight loss progress.



AIRLINES

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10. Earrings are optional but, if worn, must be gold in color and small in diameter. Diamond studs are approved.

11. One short chain necklace may be worn next to the skin, never on the outside. Drops or religious medals may not be worn.

12. The tote bag is a very necessary part of your uniform. It must be kept neatly closed.

PERSONAL GROOMING AND APPEARANCE

Appearance:

Your appearance is a reflection of your pride toward yourself and toward your professional responsibility to Southwest and its customers. You must always look outstanding. You are the visible member of the flight crew and will come in direct contact with the public for the longest period of time. The Flight Attendant Office determines whether your uniform and personal appearance measures up to Southwest high, yet flexible standards.

HEIGHT	MALE (Maximum Weight)	FEMALE (Maximum Weight)
5'2"	130	110
5'3"	135	115
5'4"	140	120
5'5"	145	124
5'6"	150	128
5'7"	155	132
5'8"	160	136
5'9"	165	140
5'10"	170	144
5'11"	175	148
6'0"	180	152
6'1"	185	156
6'2"	190	160
6'3"	195	164
6'4"	200	168

Ahhh…the good old days. Lately, there have been times that I have wished we still had Weigh-Ins to keep my weight in line. Then I stop and remember the way it used to be and that brings me back to reality. Change is good: there was nothing healthy about Weigh-Ins!

Lisa Trafton in a Houston-based Flight Attendant and the Chairperson of the TWU Local 556 Scheduling Committee.

Reschedules, Your Union, and You

by Joe Skotnik

Does the following conversation sound a little too familiar?

Sally Scheduler- "Hi, this is Scheduling, sorry to do this but we need to reschedule you. You're nice, two legs a day, twenty-hour overnights in Tampa and San Diego is now being changed to the Texas Two-Step with a ten- our overnight in Midland the first night, and an eleven-hour overnight in El Paso the next night. Also, we are moving you from B position to A, and you are now getting in six-hours later on the last day. Okay?"

Susie Stew-"I haven't even flown my first leg though! Also, I picked this up because I have an appointment I have to go to after this trip ends. Why are you doing this to me? I am not on Reserve, you know that right?!"

Sally Scheduler- "We do know that; unfortunately, we are out of Reserves, there is weather on the East coast and we have to do this to you. Have a great day." *Click*

Okay, so that is a little bit more in depth of a conversation than most of us get, but reschedules and additional flying are becoming, seemingly, more commonplace. So the natural questions after something like this is, Why did this happen? What can I do about it? And what is my Union doing for me?

Before we get into those questions, let's delve into some quick differences between a reschedule, additional flying and a Junior Available (JA). A reschedule is any change in your schedule, normally the result of irregular operations such as weather, cancellations or a combination of the two that causes flights to become uncovered. That is why your four-leg two-day gets changed to a ten-leg, reduced rest nightmare. Additional flying is added flying to your pairing that causes you to work more than you were originally scheduled over the life of your pairing. Normally, reschedules and additional flying go hand in hand. The cause of this is usually the same as it is for reschedules. Finally, JA is when you are made to work on a day you were scheduled to be off. There are only a few ways you can be JA'ed, and this is not something that happens often. In fact, the past few times it has happened have been right before an Emergency Sick Call Procedure has been declared.

Now, let's get back to those questions. First, why did this happen? The biggest reason is those two words we all know too well, "Irregular Operations."

Another big reason has truly been FAR 117, which has limited our Pilots in their schedules, which directly impacts our schedules as well. It is a combination of these issues, along with things like sick calls and aircraft schedules that cause reschedules to happen.

Next, what can you do? If you feel like the Contract has been violated, immediately contact the Union office. We are a staff of Flight Attendants just like you. We are happy to look into any concerns you have and figure out if Scheduling has violated our Contract. Many times you may hear, "I am so sorry, it is completely legal." Please understand, we have to work within the confines of the Contract, but are more than happy to take a look at any situation to figure out if Scheduling did something contractually illegal and try to remedy the situation as quickly as possible. With that in mind, the question now is: What is my Union doing for me? First, if we don't know about it, we can't help. Your Negotiating Team is looking at any and all reschedules that are brought to their attention and bringing these situations to the table with Southwest Airlines Management

Finally, please know your Office Staff, Executive Board, and Negotiating Team are looking out for you. Just because we can't immediately fix something doesn't mean we aren't trying our hardest to help. We sincerely appreciate the job you are doing, keeping our Passengers happy and our planes flying. Understand that we hear your frustration and take every scenario very seriously, and remember, your Union is nothing without you!

Joe Skotnik is a Dallas-based Flight Attendant, and Member of the Local 556 Negotiating Team and Grievance Team.

NEGOTIATING FOR THE BEST, PREPARED FOR THE WORST

by Patrick Hancock

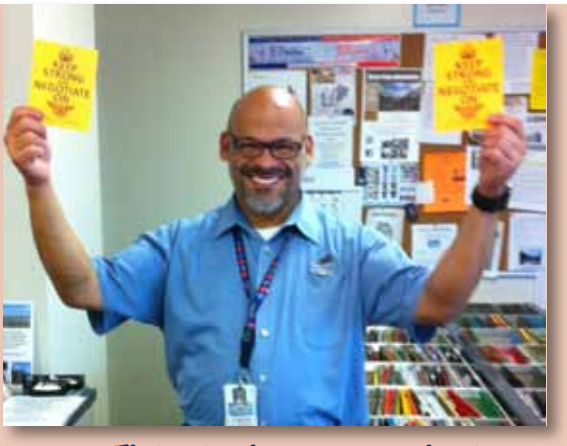
Flight Attendants are stronger than we think we are. Sometimes it is just getting 137 Passengers served in 17 minutes, and sometimes it is commanding a drunk twice our size to "sit down, buckle up, shut up and behave." These days we are just as likely to be wrestling with our fears of leaving our loved ones and getting on an airplane, as we are to wrestling a terrorist wanna-be for his shoes. Yet somehow, despite our doubts, we prepare ourselves for the struggle. We draw strength from each other and we steady our nerves. We face these challenges every day, and we conquer them. Just like working out at the gym, each struggle makes us just a little stronger, and so we grow day by day. Beneath the perfect lip-gloss and the crisp-pressed khakis, beats the heart of a warrior.

So what does that have to do with contract negotiations? Negotiations are fundamentally a struggle for the fair allocation of finite resources between management, stockholders and 'producing' Employees. (Management is the putative representative of the stockholders, but that's a different topic.) If any one party can get another party to take less, that leaves more for the "winners." Sometimes they try to sweet-talk you into taking less than you deserve. Sometimes they try to bully or intimidate you into taking less than you deserve. Sometimes, they act like criminals, and just take from you what you deserve. Despite tactics, it is always a power struggle.

So how do you avoid being taken advantage of, and how do you get what you deserve? By being prepared, by drawing strength from each other and by steadying your nerves. Easy answer, hard task.

Preparation is a task for each of us individually, and collectively as a Union. Remember that a fool makes plans for only the best possible outcome. The wise one works for the best outcome, and prepares for the worst. Your Union is working incredibly hard to be prepared. You need to do the same for yourself.

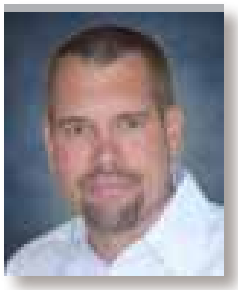
Second, draw strength from each other. Now is the time to connect with your Co-workers like you never have before. Volunteer to fill one of the hun-



This is how we do it ...
we UNITE!

dreds of jobs that need filling at your Local or your Precinct. Working and staying connected with your fellow Union Members not only makes you stronger as an individual, but makes us all stronger as a result of your contributions.

Third, steady your nerves. For some of us, this requires a renewing of our faith or a focus on our meditation or prayer. For others it requires a reconnection with our families and loved ones to remind us of why we struggle for our rightful share; people we love are depending on us. For all of us, feeling how truly strong we are, is enough to keep us calm and focused. Like the old proverb "The strong man does not tremble going into battle," our strength is in our numbers. Look at your fellow Flight Attendants and see their strength; see their courage displayed day in and day out. Raise your head a little higher with pride. We are strong! We are powerful! We are resilient! Take in one deep breath and go forth with the calm assurance that you are strong enough for any battle that comes your way on this road to a Contract you deserve.



Patrick Hancock.
National Strike Coordinator
The Association of Professional Flight Attendants (APFA)
Representing the Flight Attendants of American Airlines

Concerns over Evolve Interior Conversions are addressed through Independent Medical Evaluation

by Michael Massoni and Michele Moore

Over the past 18 months we have received numerous complaints from Flight Attendants regarding allergy – type symptoms that they have experienced while on the aircraft. There was a concern that the Evolve aircraft modifications could be causing these symptoms. Based on the complaints that we were hearing, we requested (through several different high level meetings with the Company) that the issue be addressed.

A team was put together that had representatives from Inflight, Tech Ops, Safety, Environmental, TWU Local 556 Safety Committee, and General Counsel. We investigated each report as they came in and monitored the reports to see what similarities were present, such as aircraft number, date of modification etc.

As part of our investigation, we requested a doctor from the Department of Medical Toxicology at Banner Good Samaritan Medical Center in Phoenix perform an independent medical evaluation/review of the products used in the Evolve modification, as well as the products used onboard the aircraft. The review included descriptions from Inflight Employee's Irregularity Reports, material safety data sheets for cleaning chemicals and chemicals used in the galley/lavatory, and technical data sheets for the source materials such as carpets, tapes, and seat cushions.

This medical review did not find a relationship between the interiors of our aircraft, Evolve or otherwise, and the symptoms that were reported. A complete copy of the findings can be obtained by requesting a copy from TWU Local 556 or Leadership at each of our Inflight Bases. and can be found on the following pages.

We will continue to monitor the events that may arise. If you experience allergy type symptoms that you suspect is related to an aircraft you are working, please complete an Irregularity Report and/or an ASAP report and please include the following information:

- Date of event, aircraft number, flight number
- Symptoms (specific information regarding onset, duration, description, etc.)
- If an odor is present, include a description (solvent, sweet, musty, etc.), as well as the location and duration of the odor

We appreciate your consideration of this information and want to reaffirm our commitment to the Safety of the work environment of all Southwest Airlines Flight Attendants.

Michael Massoni is a Phoenix-based Flight Attendant and serves as the TWU Local 556 Operational Safety Chairman

Michele Moore is a Dallas-based Flight Attendant and serves as the TWU Local 556 Occupational Safety and Health Coordinator

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March 24, 2014

INDEPENDENT MEDICAL EVALUATION/REVIEW
Medical Toxicology
Banner Good Samaritan Medical Center

I was asked by Ms. Amy Reeg of Southwest Airlines (SWA) Workers' Compensation to conduct an independent medical evaluation/review (IME) regarding health complaints and their possible relationship to workplace exposures to several chemicals. Although the exact etiology of the complaints was unknown, focus has been on the installation of new Evolve® interiors (including Mohawk® and Interface® carpets) and cleaning agents (e.g. Celeste® Interior Cleaner Complete). There are several employees (36) and one passenger involved with numerous dates of exposures and symptoms.

The requesting clients were informed about the IME process and that I would not be assuming a treating role for any of the claimants. However, if requested, formal evaluations of the involved workers can be arranged.

The IME process involved discussions with SWA staff, a purpose letter (dated 3/5/14), and review of the provided records, Material Safety Data Sheets (MSDS), photographs and relevant scientific literature prior to the preparation of this report. The opinions provided at the conclusion of this report are stated to a reasonable degree of medical certainty and subject to modification upon review of any additional material received subsequent to submission.

CHIEF COMPLAINTS - Rash, headache, mucous membrane irritation, nausea and bad odor.

HISTORY OF EVENTS - Starting in March of 2013, several SWA flight attendants started noticing a constellation of symptoms thought to be related to their work environment; specifically, time spent inside aircraft. These symptoms included respiratory complaints (e.g. cough), mucous membrane irritation (e.g. eye and sinus pain), rash and headaches. Other neurological complaints, including numbness and tingling, and loss of consciousness, were also reported. Although the cause for these complaints was unknown, several reports included an irritant/offensive odor; others implicated a carpet or cleaning agent.

The involved persons included 35 flight attendants, one pilot and one passenger during this (approximate) 11-month time period. Several flight attendants registered more than one report of health complaints; others reported being seen by workplace or private health care providers.

In response to these issues the manufacturers of the carpet and cleaning agents were contacted for background product information and any other reported complaints. A time line of reported effects, aircraft involved and history of carpet installation was developed. No definitive etiology(s) for any of the complaints has been identified.

REPORTED CLINICAL EFFECTS

General: Offensive odor, health deterioration, severe allergy attack, allergic reaction, feeling tired and noticed strong vapors.

HEENT: Right ear pain, headache, sneezing, sinus issues, eyes water and itch, throat itches, glands blow up, nose bleed, face itched, raspy voice, loss of voice, congestion, ears ringing/itching/burning, eyelids swollen with crust and rhinitis.

Pulmonary: Shortness of breath, cough, dyspnea, "acute pulmonary edema."

GI: Nausea and emesis.

Derm: Skin reactions, hives, irritation and blisters.

Infectious: "Diagnosed with laryngitis" and "otitis media.'"

Neuro: Loss of consciousness, light-headed, migraine, unilateral tingling and numbness in toes.

REPORTED MEDICAL HISTORY AND RELATED INTERVENTIONS

"Chronic sinus problems; [contact wearer] had to remove my contacts; asthma; took 4 non-aspirin and used Flonase; physical therapy [for unknown reason]; used Benadryl; used my nose spray; migraine; took an allergy pill."

PHYSICAL FINDINGS

Photographs revealed several persons with various rashes involving their face, arms and/or chest.

PREVIOUS HEALTH CARE RECORDS AND ASSESSMENTS (as provided)

Patient- C. B.

Date - 10/17/13 and 10/18/13.

Provider - Karin O'Ciair DO (Concentra).

Assessments I Recommendations - Patient statement: "Allergy/hives on face after working on aircraft." "The patient is a flight attendant who presents with a rash on her face on and off for the past 6 [weeks]. She states that this occurs while she is working and other employees have a similar rash ... can progress to blisters if she works a few days in a row... The rash only occurs on the face... no wheezing or SOB." Physical examination: "Rhinorrhea... face with erythematous wheels- periorbital and on cheeks with mild soft tissue swelling." Assessments: "Urticaria, dermatitis. Etiology unknown." Treated with Medrol® dose pack and Zyrtec®. Re-evaluation on 10/18/103: continued signs and symptoms; referred to an Allergist.

PRODUCT AND EXPOSURE ASSESSMENTs

Time Line of Related Events: (reviewed)

Symptoms between 3/13/2013 and 1/29/2014.

Evolve interior modifications: between 1/2012 and 9/18/2013.

Interface carpets replaced by Mohawk carpets: completed by 7/2014. Soap and Flight Fresh Disk fragrance (Eucalyptus): 1/2013.

Material Safety Data Sheets (MSDS):

Biozyme EX3 Solution: viable biological enzymes 1-10%; other "proprietary or nonhazardous" ingredients. "Not OSHA regulated ... ingredients present are below the levels specified as hazardous... "

Celeste Interior Cleaner Complete: "proprietary surfactant blend." "Prolonged skin contact may cause irritation... mild [skin] irritation in single 4 hour application... can cause eye irritation with prolonged contact."

Celeste Leather Conditioner: water 80-95%; cetearyl isononanoate 1.5-3%; ceteareth-20 <1.5%; ceteraryl alcohol <1.5%; glyceryl stearate <1%; glycerin <1%; cetyl palmitate <1%; ceteareth-12 <1%; polyglycol <1%; polydimethyl siloxane <1%; alkyl glucosides <1%; fragrance <1%; methylchloroisothiazolinone & methylisothiazolinone <0.1%. "Very unlikely to cause skin irritation."

Fiberglass continuous filament: fibrous glass >95%; organic surface binder/sizing< 5%. "... may cause mechanical irritation to the skin, eye and upper respiratory tract."

Flight Fresh Deodorant Disk: "Essential oils on polyester absorbent disk" (trade secrets). "May be irritating to skin & eyes."

Flood Surface Area Disinfectant: n-alkyl dimethyl benzyl ammonium chloride 0.01%; n-alkyl dimethyl ethylbenzyl ammonium chloride 0.01%. "May cause mild nasal passage, throat, or lung irritation if breathed over a prolonged period of time in the form of a mist."

Fluorex EX5R (fluoropolymer emulsion): components and CAS numbers not provided. Listed as 'may cause eye, skin, inhalation or GI irritation.'

Host SJ Dry Carpet Cleaner: processed (white), bio-based, cellulosic fibers moistened with a water-based cleaning solution. "This product is not classified as hazardous per OSHA and EU regulations."

Non-alcohol hand sanitizer: benzalkonium chloride 0.2% and "trade secrets." "Very unlikely to cause skin irritation."

Pearled Anti-bacterial foaming hand soap: mixture of surfactants 5-30%; triclosan 0.2%. "Not known to cause irritation."

Plyamide 66: nylon polymer 100%. "…not likely to be hazardous by inhalation ... [or] skin contact... "

Sani-Cide: n-alkyl dimethyl benzyl ammonium chloride 0.105%; n-alkyl dimethyl ethylbenzyl ammonium chloride 0.105%; tetrasodium EDTA 4.21%; nonylphenolethoxylate 0.526%; sodium metasilicate 0.263%; diethylene glycol monobutyl ether 8%; fragrance 0.2%; water 86.38%. "May cause chronic nasal passage, throat, or lung irritation if breathed over a prolonged period of time in the form of a mist."

Sky Tile Generation I & II Carpet Tile: nylon 22-32%; non-woven polyester fabric 4-7%; heat cured flame retardant latex coating 25-35%; aviation plasticol 30-40%; non-woven fiberglass fabric 2-5%. "Not expected to have any adverse health effects [from skin exposure] ... This product is not considered an irritant."

Solution Dyed Nylon BCF: nylon 6,6 polyamide 90-99%; water 0-5%; finishes 0-2%; carbon black 0-1%; nickel compounds 0-1%. "not expected to be a primary skin irritant." 7-B-3035: "To the best of our knowledge this product does not contain substance(s) above the de minimus level which require reporting under this statue... may cause slight irritation."

Other:

Belle-Aire Frangrances correspondence (Eucalyptus #58599): reviewed.

E-leather Product Data Sheet for SL3UL (Version 2; 14/01/2013): reviewed.

Foam and Fabric Composite: graphite filled polyurethane, proprietary nonhazardous [flame retardant] chemicals.

Mohawk Aviation Carpet: 100% BCF nylon (synthetic).

SUMMARY- Over the past year a group of SWA employees (and one passenger) have reported a constellation of adverse health effects while onboard different aircraft. The reported symptoms include dermal and mucous membrane irritation, allergic-type reactions and neurologic dysfunction. Other than headache, the other reported neurological complaints (i.e. numbness and tingling, and loss of consciousness) involved only two employees.

Although several of these events were associated with an irritant odor, no specific chemical, activity or location has been isolated. A review of the provided time line has failed to establish a temporal association between changing the aircraft's carpets and the reported clinical effects.

Although a number of the involved products are capable of causing dermal, mucous membrane or respiratory irritation, the reported workplace exposures are not overtly concerning for clinically significant effects. There are no reports of workplace accidents or known exposure to specific chemicals. Based on the provided records it is my opinion that the entire constellation of events and symptoms were caused or influenced by several etiologies.

Many of the reported symptoms can be explained by one of the following: mild irritant effects from a transient exposure; effects of other etiologies (e.g. viral infection); or normal variations of pre-existing medical conditions (e.g. allergic rhinitis) without causal relationship to a workplace exposure. It is possible that several of the claimants experienced allergic reactions to unknown exposures. Some of these reactions appear to have occurred in persons with pre-existing allergies. Likewise, other specific complaints are reported to have occurred in persons with relevant, pre-existing medical conditions. An example of this is an employee, with a history of migraine headaches, who experienced a migraine. Adverse (unique) reactions to irritant odors are also suspected. Lastly, some of the complaints (e.g. loss of consciousness) cannot be explained and are not thought to be directly related to a workplace exposure.

I was asked to answer the following specific questions:

1. What are the complainants' diagnoses?

   Although various diagnoses are suspected, mild transient effects from an unknown irritant exposure is most probable. Other diagnoses include the following: allergic reaction (unknown cause, seasonal allergies cannot be ruled out); infectious illness (e.g. upper respiratory tract viral infection) and pre-existing medical conditions (e.g. rhinitis, migraines, susceptibility to odors).

2. Are any of the diagnoses attributable to the complainants' alleged exposure to Evolve interior elements?

   It is impossible to definitively establish a causal relationship for any of the claimants' symptoms or diagnoses. Of the included medical records, it is not probable that an Evolve® product caused the suspected allergic-type reactions.

3. Is there objective medical evidence that these complainants were exposed to, and sustained a toxic effect

from alleged exposure to Evolve interior elements?

No; there is no evidence of a toxic exposure or injury due to any workplace exposure.

4. If you assume that the complainants' initial symptoms are fairly explained by exposure to Evolve interior elements, is there any indication that any ongoing complaints are attributable to such exposure? If not, when would you have expected any transient symptoms to have resolved?

   Not applicable. However, if the claimant's initial symptoms were due to a workplace exposure these effects should have resolved shortly after the exposure was terminated. Prolonged or ongoing clinical effects are most likely explained by one of the following: result of a true allergic reaction (with ongoing exposure); or unrelated to a workplace exposure.

5. If you believe these complainants sustained an injurious exposure, please indicate what element, or elements of the Evolve interior you believe caused said injurious exposure.

   Not applicable.

RECOMMENDATIONS - Only those employees with objective evidence of an illness (e.g. urticarial rash evaluated by a physician), thought to be related to a workplace exposure, should be treated on an industrial basis. Other, unrelated medical issues should be treated on a non-industrial basis.

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Send us your pictures! email to communications@twu556.org

1971 HERB

"Rollin, you're crazy. Let's do it."

"A company is stronger if it is bound by love rather than by fear."