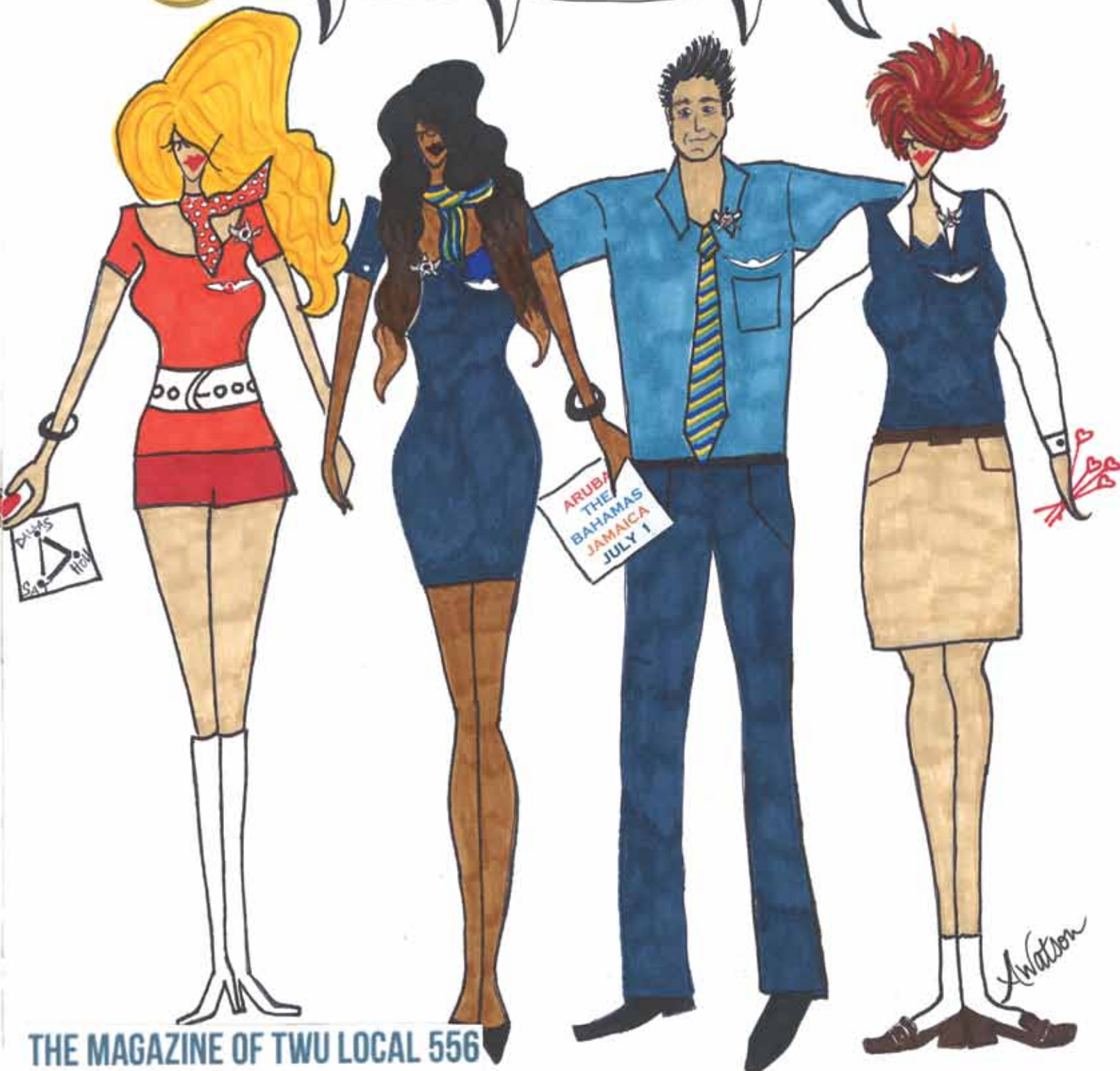


Unity

Spring 2014



THE MAGAZINE OF TWO LOCAL 556



The faces of
TWU Local 556



We are
the
Culture



UNITY Magazine Spring 2014

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Front Cover

We would like to express a sincere thank you to Ashley Watson for taking the time to design the front and back covers for the Spring 2014 Unity Magazine, and for leaving her signature LUV artwork throughout our workplaces.

Editor's note: The immensely talented and smart (and gorgeous) Houston-based Flight Attendant Ashley Watson designed and created the cover of this Unity issue for the Members of TWU Local 556. I hope that you enjoy her positively, outrageously creative and fun artwork as much as we do. If you would like to see more of Ashley's work, including her custom luggage tags and paintings, you may contact her directly.



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A Note from the Communication Committee

by Cuyler Thompson

I don't have to tell my Brothers and Sisters at TWU Local 556 that the Culture of Southwest Airlines is legendary; we LIVE it! Our Culture has been the subject of books, TV and radio talk shows, newspapers and magazines, college courses and of course the internet. However, the definition of Southwest Airlines Culture is different for everyone. In my preparations for this issue, I've heard our Culture explained many different ways but most definitions were punctuated by a heart-warming anecdote in which Southwest Airlines Employees played a part. Our people were at the center of every one of these attempts to explain our Culture. The Culture of Southwest Airlines is in its people and their relationships, both with each other and with our Customers.

To me, the Southwest Airlines Culture is something that must be experienced and is not something easily put into words. However, for this issue, I've asked some well-known and well-respected Flight Attendants and Union activists to help me do just that. I recognize and applaud the bravery of Audrey Stone, Sam Wilkins, Brian Talburt, Todd Gage, Mark Hoewisch, Will Browne and Thom McDaniel for agreeing to tackle the arduous task of putting our Culture into words and onto paper. These Union Brothers and Sisters have done an excellent job explaining what the Culture of Southwest Airlines means to them and its value to our Union, our Coworkers, our Company, our Shareholders and our shared future.

Do you have something to say about our Culture? Members of TWU Local 556 are invited to submit a "Letter to the Editor" for possible publication in Unity Magazine and/or the electronic Unity Update. All letters must

contain your name, Base, Employee number, and contact information. It should go without saying, but articles submitted to Unity will not be considered for publication if they are libelous, defamatory, not factual, in bad taste, or are Contractually incorrect. The TWU Local 556 Editorial Team reserves the right to edit any submissions that are received for the purpose of inclusion in Unity. Letters to the Editor should be 200 words or less, are due by the first of the month prior to the month of publication, and are considered on a space-available basis only.

Your Local 556 Communications Team hopes that our Members will find this issue of Unity Magazine interesting, informative and inspirational. We thank the contributors who have made this issue possible and for their patience with our editorial process. Moreover, thank you to all of the beautiful and handsome Members of TWU Local 556 who have agreed to allow their photos to appear in our magazine; y'all definitely make us look fabulous! On behalf of your Communications Team Members Erich Schwenk, Robin Brewer and myself, thank you for continuing to be the best Flight Attendants in the industry. We are proud to serve you.



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unity
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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.

Connect with us on Facebook (facebook.com/twu556), or follow us on Twitter (@twu556).

President's Message

In this issue of Unity Magazine, you will find several articles that touch on the theme of our Culture. You will read individual perspectives of what our Culture is, how it is defined, and what each of us can do to protect our Culture. These are individual perspectives because for each one of us, the definition of Culture is unique. Does protecting our Culture mean participating in Company parties and events, paying for dinner or drinks for a new Flight Attendant on your Crew instead of slam-clicking, or going the extra mile for a Passenger on your flight?

Years ago, when I was looking to make what I thought was going to be a "temporary" career change, I researched all of the airlines in the United States in my quest to find the perfect Flight Attendant job. I decided upon Southwest Airlines precisely because of the Culture – an opportunity to have FUN at a Company whose Employees worked together and felt valued. Immediately upon graduating from Initial Training, I experienced my first taste of Southwest Airlines' Culture through the Flight Attendants I met flying my first month, both on and off the aircraft. They helped me to find a place to live in a brand new city, and then helped me move in... which was no easy feat! They became my close friends, and are still in my life ten years later. For me, these individuals exemplified the Southwest Way; this was my personal experience of what defined our Culture.

Fast forward to the present day; I am now serving as your Union President. What am I doing to protect our Culture? I fight to maintain the long-standing reputation of good Labor/Management relations at Southwest Airlines: being able to work together to find "win-win" solutions, and to agree to disagree when necessary without taking it personally. I maintain an open dialogue with Southwest Management to quickly address issues and concerns as they arise. I treat Management with respect because they are respectful to me.

I recently declined the offer to employ an outside, third-party consultant, Overland Resource Group, to facilitate communications between Southwest Airlines Management and our Union. I believe that your TWU Local 556 Leaders communicate very well with Management and are heard just fine. It is disappointing that our Company finds itself in a place where any group, on either side of the Negotiating Table, feels that bringing in complete strangers, who do not know us, or our Culture,

is necessary to facilitate communications. I believe "hashing it out" together and allowing the parties directly impacted to figure it out and move forward better serves our Employees and our Company. I do not want to find myself in a position where I cannot communicate with our Leaders. While we might be sitting on different sides of the Negotiating Table, we are sitting at the SAME table, and share a common goal. We ALL want Southwest Airlines and its Employees to continue to be successful.

It takes a team of three or four Flight Attendants to safely complete every flight on every Southwest Airlines 737; that's a given. When we take time to stir that hot chocolate a little more for a child, engage an elderly Passenger flying alone in conversation or compliment a Passenger's style, we are contributing to Southwest's Culture. Three or four TWU Local 556 Flight Attendants safely deliver millions of Southwest Airlines Customers to their destinations annually AND make them want to come back for more; this is the reward of our Culture.

I have heard for several years now that, "our Culture is changing," "someone needs to save our Culture," and cries to "give Herb his job back." I do not believe Herb is coming back nor will he be the savior of our Culture. Herb founded this

Company on basic core principles that we still practice today, and he turned it over to Leaders that he believed would carry us into the future. As Southwest Airlines continues to grow and expand, WE control whether this change is going to be positive or negative. We each have the ability and make the choice every day to maintain our Culture and embrace our Southwest spirit. I am doing what I can every day, big or small, to protect our Culture and I encourage each and every one of our TWU Local 556 Brothers and Sisters to do what they can as well. We are the face of Southwest Airlines and WE can keep the Culture alive!

As Southwest Airlines continues to grow and expand, WE control whether this change is going to be positive or negative.



Audrey Stone

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What is our Culture?

by Brian Talburt

In recent years, there has been a great deal of discussion about our Culture at Southwest Airlines. Many have argued that our Culture is under attack or has “changed.” In order to address this question, a thorough understanding is needed of our history as well as a review of our “purpose” as a Company.

As Gary Kelly recently addressed in the March issue of LUV Lines, “our purpose is bigger than ourselves.” As he stated, we must never lose sight of our Purpose, “to connect people to what’s important in their lives through friendly, reliable and low-cost air travel.” This statement in short is at the very DNA of the “Culture” of Southwest Airlines.

One of the complicated aspects of this discussion is the baseline from which we all began our careers. For the original Employees, this has a very different meaning than it does to me, with 32 years of experience. My baseline is vastly different from someone with 20 years of experience, as is that of a person that has just begun their career. Our Culture has experienced many changes over the years as we have grown and evolved as a Company. However, one element that has not ever changed is the PURPOSE of Southwest Airlines mentioned above. As we have moved further and further along the timeline, the interpretation of the above has been misunderstood and misrepresented by many.

Southwest Airlines has historically kept a very keen eye on operational costs. Our Culture previously centered on the knowledge of our cost per available seat mile and any slight change in this cost was well identified and recognized by most Employees. Revenue was a metric that was rarely discussed and the goal was to charge as little as possible for a ticket with a predetermined profit built into that price. Much like Costco purchases products and marks the price up just enough to provide a predetermined profit, Southwest Airlines maintained a similar philosophy. Over the past decade or so with skyrocketing fuel costs and escalating wages, our focus has shifted to revenue. How can we generate more and more revenue, which was reflected in an apparent never-ending series of price increases?

In the late 1990s, when fuel prices were relatively low and the airline industry was making record profits, Southwest took a close look at its books and realized it

had a problem with escalating costs. By taking control of the situation early, Herb Kelleher said, “when 9/11 happened we had the lowest cost per available seat mile and the strongest balance sheet in the U.S. airline industry.” Unlike other airlines, Southwest Airlines “had no furloughs and we brought all our planes up again as soon as the Department of Transportation allowed us. We were ready.” In other words, “We manage in good times so that we’ll do well in the bad times.” Herb further stated that “each decade brings two crises and we had better be ready for them”.

The reason why I mention this fact is that in my opinion the focus of Employees also shifted. Rather than what we can do to contain costs, the discussion often shifted to what we can do to increase revenue. Rather than facilitating peoples “freedom to fly” by not charging for bags, many feel that Southwest should do so in order to increase revenue. As revenue/prices increase the demand for our product shrinks thus inhibiting the ability to grow. People no longer abandoned the car to fly or to take the weekend trip to Las Vegas or San Diego. Instead of the Unaccompanied Minor (UM) visiting Dad every couple weeks, it became limited to holidays. Rather than routinely having twelve to fifteen UMs in the summer months, this number dwindled to two or three.

“Our Purpose is bigger than ourselves.” As he stated, we must never lose sight of our Purpose, “to connect people to what’s important in their lives through friendly, reliable and low-cost air travel.”

So why is this important and what does this have to do with “Culture?” As Employees, we used to LIVE the cost side of the equation, doing everything and anything possible to save money whenever possible. We were focused on costs knowing ultimately it benefits the Company’s bottom line, which in turn led to increased profit sharing to the Employee/owners. A portion of Employee’s profit sharing was mandated to be held in LUV stock; this assured a vested interest in the bottom line. This is no longer a requirement for Employees to hold any stock in our employer. While conventional wisdom would suggest this is a good thing, the end result is a less financially invested employee.

Historically our Labor Unions have also been sensitive to the cost issue and have partnered with the Company on many occasions to find ways to maintain low costs while offering outstanding wage and benefit packages. These partnerships have helped on many occasions to pave the way for future growth forged through agreements aimed at maintaining costs and efficiencies. Pilots on several occasions deferred pay increases to fuel growth thus accelerating upgrades. It was viewed as a win/win situation by both organized Labor and Management.

Throughout the history of our Company, Labor and Management have worked in partnership to develop and maintain an outstanding working relationship built on trust and respect. Both sides have recognized the need to control costs and op-

erate in the most productive manner possible. This has enabled us to manage costs all the while providing competitive wages due to the efficiencies that we employ. The end result has been continued growth and opportunities.

We must always strive to maintain this harmonious relationship. Southwest Management has always understood the importance of partnering with Labor Unions. Gary stated in his recent article, “with crystal clear clarity..... and laser-like focus;” what he is referring to is COSTS.

I encourage everyone to take time to read financial reports and commentaries regarding Southwest Airlines. The common theme in every one of them is COSTS. We are no longer a low cost carrier. To some degree as an Employee, we are a victim of our own success. When we talk about history and Culture, the focus of a Southwest Airlines Employee was NOT necessarily to be THE highest paid in the industry but rather work a bit harder than the competition and the end result would be a greater total compensation package. Higher profits and a focus on costs provided growth, increases in seniority, better quality of life, higher profit sharing and a secure future. Having previously worked for the first major airline to file for bankruptcy and liquidate, it helped me to define what was important to me in my Company. For most of us, this is a marathon, not a sprint. Because I work for a profitable company, I have enjoyed better than average wages, a stable career and a secure long-term future. A focused Employee starting today begins with a much higher launching pad and with hard work and commitment will enjoy a much brighter future than that of many that began in years past. Many millionaires will be created in the future through the success of our Company.

So what is our Culture? We all have a different definition and belief as to what we believe is the answer. There is no single definition. We are the Culture: the people of Southwest Airlines. While there may be a Culture Committee and Cultural Ambassadors, these only serve to organize and direct the energies of the core of the Culture, you and me. It is up to each and every one of us to own, embrace, contribute, protect, and defend our Company with our actions each and every day.

It is fashionable to repeat the statement “Where is Herb?” How many have any idea exactly what this means? Who was Herb and what did he stand for? It is frequently suggested the LUV is gone, the bean counters are in charge. The bean counters have always been in charge. What these bean counters have done is to steer the most consistently profitable airline in history, thus providing job security and extremely generous “ownership” in our Company in the form of Profit Sharing. Fiscal year 2013 provided over \$200 million or 30% of net profit to the owners and 2014 should provide an even greater contribution. What we must continue to do is to act like owners, treat every dollar as though it is our own, as it is in reality. Labor and Management must continue to nurture the precious and fragile partnership that has been forged to continue the legacy of the unique “Culture” that we call Southwest Airlines. This is what has shaped this Company for the success that we enjoy today. I challenge each reader to make a 49-minute investment in your future and the future of OUR Company by watching this video on the link below. If you do so, I can assure you will have a very different view of our history and our future.

http://www.gsb.stanford.edu/news/headlines/vfft_kelleher.shtml

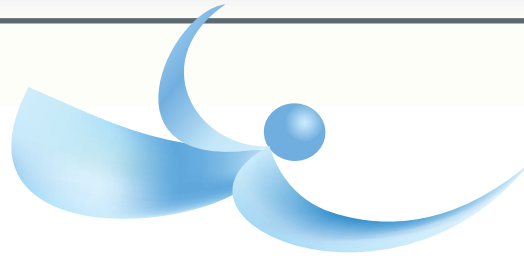
Brian Talburt is a Phoenix-based Flight Attendant.

WE ARE THE CULTURE



Airline Angels

by Robin Brewer



My search for an Airline Angel brought me to a group of Flight Attendants that have a passion for **Our Little Roses**. No not flowers, but young girls who live in Honduras where the plight of abused and abandoned girls was once ignored. The ministry of **Our Little Roses** has become an oasis of hope and opportunity for the girl child at risk. Established in 1988, young girls lives began to transform through education, mental and health care, good nutrition and love. These girls are being prepared and empowered for living active and productive lives. Exercising opportunities offered to them will positively influence their future relationships and help transform their country. This ministry began with 26 girls, and in 1990 caught the interest of government officials of the city of San Pedro Sula. They donated the two and a half acres, which now has two buildings and affords the opportunity for more than 65 girls ages 3-20 to transition into young, educated, healthy, thriving women.

Our own Cheri Hill-Clucas, an Oakland-based Flight Attendant is making a difference. At a young age Cheri's Mom taught her to be compassionate for those less fortunate. This was ingrained in Cheri, as the poster of the child they sponsored was always visible in their home. Cheri also traveled with her Mom (who was a Flight Attendant) to Honduras and saw first hand what the "power of love" can do for those who may otherwise be destitute.

Cheri's passion for running and for **Our Little Roses** came together in 2006, while running with a friend. There had been discussion regarding the money she had spent on previous marathons (e.g. entry fees, hotels, car rental, etc.) and how she was beginning to feel this money could be used for a better cause. Her friend suggested that she could use that money and create her own fund-raising run, and send all the proceeds to **Our Little Roses**. Ironically, as this conversation was happening, Cheri noticed they were running thru a field of mustard seed plants ... "if you have the faith of a mustard seed, nothing is impossible for you."

On that day, she began to formulate her plan, which was quite simple: she sent out letters to family and friends to raise funds for her run that took place three weeks later. Asking for \$2.00/mile, she raised \$4,300. Her solo **Run for Our Little Roses** took place on the same weekend as the San Diego marathon that she had planned to participate in.

And thus began the yearly **Run for Our Little Roses**. Consisting of a ½ or full marathon and cyclists, supporters can be found along the path to spread the LUV with roses and to encourage the participants. Onboard with Cheri, many Flight Attendants now participate in the run and reap the rewards as they travel to Honduras and have the opportunity to LUV on these young girls. This trip is – to say the least – an amazing and moving experience.

Since the inception, the **Run for Our Little Roses** has raised almost \$70,000. This could not be possible without the support of the participants, volunteers and from Inflight Supervisor, Susan Trommer, who supports and offers assistance in the Oakland base to "advertise" the Run.



This is why we run ...

Corey Hamby, Cheri Hill-Clucas,
Joy Sturges and Dolores Mercado

Pictures of the Run for Our Little
Roses that was held May 3, 2014.

Cheri crossing the finish line

Cheri would like to express her sincere gratitude to all who have participated, and expressly to the core group who has run, sponsored and traveled to Honduras every year; Corey Hamby, Joy Sturges, Dolores Mercado and Rhonda Frewin.

*The support of "Cheri's group" and many others has had a great impact on **Our Little Roses**, and their hope is to empower these young girls to make a difference in their country. The girls that stay are survivors and will leave successful!*

Cheri left me with this thought ... "if you have an idea you think is crazy, go for it! Passion with love can make a difference."

*To make a donation or participate in the Run for the Little Roses go to **www.runforourlittleroses.com**, or email Cheri Hill-Clucas at **alohakiwibird@yahoo.com***

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



TWU Local 556 Culture

by Todd Gage

What exactly does the word "Culture" mean? Culture is defined as a way of thinking, behaving, or working that exists in a place or organization. This word is engrained in us from the moment we are hired at Southwest Airlines. Our Company's Culture is discussed in almost every publication. It is famous throughout the airline industry. Professors across the country teach, or try to teach, the concept of the Southwest Airlines Culture. As Flight Attendants and Members of TWU Local 556, we never really discuss what OUR Culture is all about. What makes up the Culture of our Union, which in turn contributes to the successful Culture of Southwest Airlines?

One of the biggest contributors to the TWU Local 556 Culture is our history. As many of you already know, our Flight Attendants organized mainly due to the issue of hot pants. Many Flight Attendants came together to address an issue that was negatively affecting their work life. Those Flight Attendants were not looking to shut Southwest Airlines down, curb the Company's growth or hurt the bottom line. They were however, wanting Management to hear their concerns and make changes to Company policies that were archaic and demeaning at the time. Their strategy laid the groundwork for how we address our issues with Management today. When the Members of TWU Local 556 voice their concerns we bring it forward to try and work with Management to have a win/win result. It may not always end that way, but that is the ultimate goal.

Another part of our Local's Culture is how we deal with the inner conflicts amongst each other. When you have over 11,000 different personalities, conflicts are going to arise from time to time. We have had an unwritten rule to talk it out before writing it up. We even formed a committee, Professional Standards, to help alleviate the need to involve Management in these inner conflicts and find positive outcomes.

Shop Stewards play a huge role in the Culture of TWU Local 556. With the ratio of Executive Board Members to our ever-growing number of Members, the need for additional Union advocacy has always been imperative. Let's remember, before we had Domicile Executive Board Members, the Shop Steward was a key Union source for the Membership. Whether they are helping to answer questions, representing Members in Fact-Finding Meetings, or passing on up-to-date information, you can find a Shop Steward in one of our ten Lounges or on an airplane at any given time assisting a Member.

The willingness to give back or assist throughout the community is probably the most admirable aspect of the Culture within TWU Local 556. When our Members are not on the airplane, they have been known to bring gifts in for needy children at Christmas, donate toiletries to women's shelters, donate money to fly Veterans to Memorials, build playgrounds in parks, donate blood, volunteer in orphanages or animal shelters and raise money for our coworkers in need. Our Members know how to rally behind an important cause.

The Membership of our Union started out as a workgroup of just women. Today, we are women AND men. We are parents, grandparents, singles, marrieds, divorcees, and widowers. We live in different parts of the country or even in foreign countries. We

are a diverse group of individuals. Our common bond however, is this organic Culture that has been created, a Culture that is unique within TWU Local 556.



Todd Gage

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International Flying Insights (tips)

by Rob Riddell

We reached out to international Flight Attendants at other airlines and got these common experience tips and insight for international travel. We hope the information will be useful for you to familiarize yourself with some common issues associated with international flying. These general suggestions are not necessarily endorsed by TWU Local 556 and are in no way to be construed or relied upon as legal advice. They are provided for your general reference only.

Passport

Put your passport in a safe place in your crew bag and get in the habit of **always immediately putting it away in the same place after using it!** A lost passport overseas can be a major hassle. Make a color photocopy of the picture page of your passport, and pack it in a secure area of a bag **separate** from the bag with your passport in it. (Refer to Contract Side Letter 10, Page 12, Part C, for contractual information on lost passports)

Immigration And Customs

Many countries **forbid** the use of cell phones **prior** to you passing thru Customs/Immigration. This includes the United States. Chatting or texting, may annoy customs agents, and in some countries they threaten to confiscate your phone. This is allegedly in place to stop people from coordinating with others on the ground to avoid detection. Most importantly **DO NOT** argue with customs or immigration. Yes, they may check your crew bags, **always** at Mexico City customs. Don't have anything you shouldn't have. In Mexico, they always, always, always make us open our suitcases. Nothing gets by them. **Crew Members are never exempt.** While it has never been a requirement, going thru customs as a Crew is comforting to first time international travelers. There is no issue going thru alone, but as a Crew is best practice.

Prescription RX

If you carry prescription medication in your crew luggage, be sure it is in the prescription bottle **with a label.** Foreign or US Customs are suspicious of a bottle of pills with no label.

Global Entry

Many Crew Members responded with a suggestion that Crew sign up for this program. In short it is similar to Known Crew Member and is used for immigration/customs. It currently costs \$100 for 5 years. You are also issued a TSA Pre-check number that can be used if



you are ever non-revving out of uniform. The \$100 is **NOT** refundable even if you are not approved for the program.

How Does The Global Entry Program Work?

Global Entry is a U.S. Customs and Border Protection (CBP) program that allows expedited clearance for pre-approved, low-risk travelers upon arrival in the United States. Though intended for frequent international travelers, there is no minimum number of trips necessary to qualify for the program. Participants may enter the United States by using automated kiosks located at select airports.

At airports, program participants proceed to Global Entry kiosks, present their machine-readable passport or U.S. permanent resident card, place their fingertips on the scanner for fingerprint verification, and make a customs declaration. The kiosk issues the traveler a transaction receipt and directs the traveler to baggage claim and the exit.

Travelers must be pre-approved for the Global Entry program. All applicants undergo a rigorous background check and interview before enrollment.

While Global Entry's goal is to speed travelers through the process, members may be selected for further examination when entering the United States. Any violation of the program's terms and conditions will result in appropriate enforcement action and revocation of the traveler's membership privileges.

How To Apply For Global Entry - You apply through the U.S. Customs and Border Protection website at **www.globalentry.gov**.

The application process takes about 10 minutes and you get an email confirmation. Then within usually seven to ten days (though it can be as quick as just one or two days), you get an email that lets you know you are conditionally approved. Then you must log back into your GOES account and select an appointment time and location. A Customs and Border Protection officer asks you questions and whether or not you have a criminal record, takes your photo (so try not to schedule one after you've been on a long flight!), and scan your fingerprints. It's all pretty quick and painless.

International power adapters

You may want to invest in a power adapter. Some countries have different types of plugs and use different voltages. Most of Central America uses the same plugs as us, but 220 volts. This voltage works fine on cell phones and computers **but not** on water heaters, blow dryers and curling



irons. **Ask before** you plug your item in. You can search on the internet to determine which type of plug and voltage a specific country uses. You can also price/buy converters online.

Cell Phones And International

Read how your cell phone will (or will not) work internationally and costs associated **before** you go. Each carrier has vastly different costs and plans. Data charges when roaming internationally can be outrageously expensive. There are two types of cell systems used in the world. One is GSM, the other is CDMA. Sprint and Verizon uses CDMA, and AT&T and T-Mobile use GSM. GSM is the most common cell phone system in the world. Many CDMA phones also have a SIM card slot for you to use when traveling internationally. The first time you turn on your cell phone overseas, it could take a few minutes for the local cell phone company to recognize your cell phone.

If you are going to one place repeatedly, like Mexico City, you could actually purchase a local SIM card. This would turn your phone into a local cell phone. Most cell phone company websites have special sections that deal with international service.

www.att.com/international
www.tmobile.com/international
www.verizonwireless.com/global
www.sprint.com/international

Flight Attendants love texting, but sending/receiving texts in a foreign country may have additional costs associated with them. Some cell phone companies charge a fee to send and/or receive each text. It is may be possible to

sign up with your cell phone provider, for an international plan which offers lower international texts and call rates.

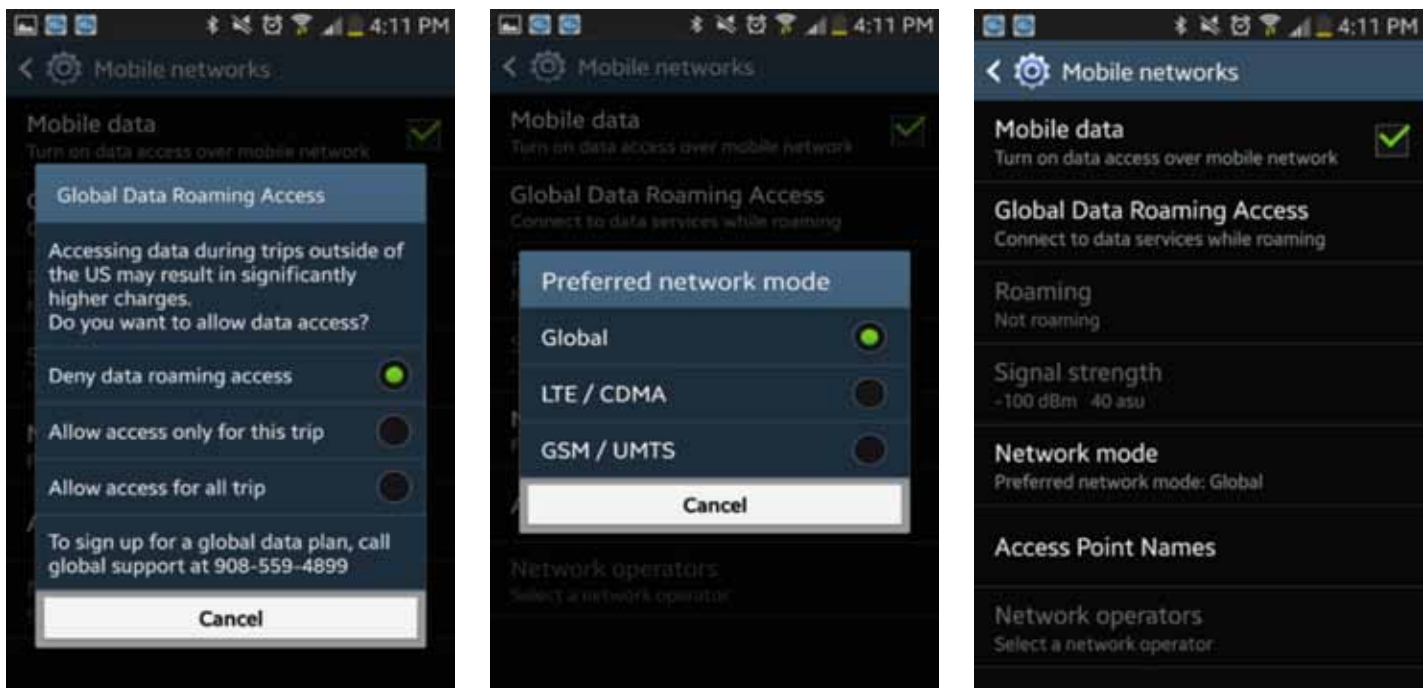
Learn how to dial back to the US when in an international city. Many cell phone carriers require a special dialing code when the phone is roaming internationally. The plus symbol is the most common but it's better to ask **before** you are out of the USA.

800/888/866 Toll Free Numbers. Dialing a toll free number from abroad may not work. Calls to a toll free number in the US, are paid for by the receiver of the call, making them free for you, the caller. However, when dialing such a number from another country, you (the caller) will be charged international rates. So the call is no longer free when dialed from abroad. This is the reason why some long distance carriers/toll free number owners choose to block receiving international calls and generally advise their international callers to contact them on a regular telephone number.

If the call goes through you will incur regular (or sometimes higher) international charges. So, if the company/person you want to reach also has a regular telephone number it is better to dial the latter when calling from another country.

Learn How To Turn Roaming Data On/Off - Our smartphones we all carry around are incredible devices, however they are also constantly using data in the background. So if you leave data roaming on, behind the scenes your phone could be constantly connecting to the internet in the background, and you could have some substantial data roaming charges on your next bill.

screen shots setting for Android to avoid roaming/international settings on your cell phone bill.



continued on next page

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screen shots setting for iPhone to avoid roaming/international settings on your cell phone bill.



In most cases, smartphones can be placed in airplane mode and then you can manually turn on the WI-FI. This will prevent the phone from attempting to get data via your cell phone signal.

WI-FI

WI-FI can be the cheapest way to communicate with those in the US. There are quite a few programs available for texting or calling while using WI-FI (Skype, Viber, Whatsapp).

Free Internet

Be wary of using free internet access outside of the crew hotel for **banking or financial websites**. Many sophisticated internet hackers love to target foreigners and snag your bank passwords and information.

Money / Cash / Credit/ ATM's

Currency exchange booths. Some companies in airport locations offer Crew Members no fee for the exchange. However, you should also check the rates carefully before proceeding. Banks or purchases by credit card may offer a better deal.

You can get cash at an ATM machine in the country you are in. ATM's will generally provide cash in the local currency. You should use the same security precautions you use in the U.S. when withdrawing money from a foreign ATM machine. Some foreign machines charge a fee for withdrawal and your bank may also charge a fee. In some countries, like **Ecuador** for example, the US dollar is the official currency. ATM machines in Ecuador dispense US Dollars. It is generally a good idea to bring some cash with you. Some ATM's will not dispense money at night for security.



Credit Cards

Don't be surprised that many countries have merchants that don't take credit cards. Cash is king for some merchants, depending on the country. Additionally, many credit card companies have fraud prevention programs in place; they automatically decline charges coming from overseas or are suspicious of them. Many credit card companies require that you notify them that you are traveling or that you are a regular international traveler.

Many credit cards charge a whopping 4% surcharge on any international charges. Look for a credit card that offers **zero** international surcharges.

Generally, it can be preferable to use a credit card in lieu of a debit card. Credit cards have special rules under the Fair Credit Billing Act (FCBA) that simply do not apply to debit cards.

Banks maintain their own rules to prevent fraud. A good example is the Southwest Airlines Credit Union. As of the date this was written (April 4, 2014) Southwest Airlines Credit Union blocks ATM/Debit Card transactions in Jamaica, a country we are set to begin flying to on July 1, 2014. (Note this only applies to your ATM/DEBIT Card NOT credit cards <http://www.swacu.org/fraud-protection.html>)

Duty Free Shops

The term "duty-free" shop confuses many travelers. Travelers often think that what they buy in duty-free Shops will not be dutiable (taxed) when they return home and clear customs. But this is not true. Articles sold in a duty-free shop are free of duty and taxes only for the country in which that shop is located. So if your purchases exceed your personal exemption, items you bought in a duty-free shop, whether in the United States or abroad, will be subject to duty. Articles purchased in American duty-free shops are also subject to U.S. duty if you bring them into the United States. Therefore, if you buy liquor in a duty-free shop in New York before entering Canada and then bring it back into the United





States, it may be subject to duty and Internal Revenue Service tax.

What Do I Declare

The rules are constantly changing and are different for many countries. But the basic rule of thumb is: If you don't know whether it is allowed or not, **declare it**.

Going out and about while overseas

Use common sense! Just like many places in the United States – crime can be a problem. Travel with another person. If you decide to travel alone, tell someone where you are going, or leave a note on your bed of your planned destinations. That way if you don't show for lobby, **there is a starting point to look for you**.

Leave jewelry in a safe, PERIOD. And take one ID, a credit card and some cash.

Hotel Guests. In some countries, simply walking a guest into your hotel room is **not allowed**. It is common practice in some foreign countries that hotels require you to register **any** guest. Hotel security will readily challenge you on this issue. This is for your security. Your guest will be asked to present a government issued ID.



Rob Riddell is a Phoenix-based Flight Attendant and a TWU Local 556 Executive Board Member at Large.

Let's Talk About What Works....

by Will Browne and Mark Hoewisch

The theme for this Unity is about "Culture," and how it applies to us as Flight Attendants. When asked, I thought, "Great!! I'm a believer!" and promptly got bogged down in my 1,001 pet peeves that I'm usually successful in keeping to myself. I asked two Flight Attendants, Mark Hoewisch and Spencer Beard, both who are GREAT at their job, what "Culture" meant to them and their jobs. Both echoed similar ideas to what follows, and Mark and I had a fine time matching up our 'pets' (ahem). What follows is not meant as a "be all/end all" complete picture of "Culture." Some readers will respond with, "Duh! It's what we do" and others who need to be reminded will probably be intimidated by the title anyway.

We always brag about the Culture and the People of Southwest Airlines, but what makes us so special??

Mark asked the above question and came up with this list:

- Is it the coffee we buy our Crew Members as we start a long day?
- Is it the tip we hand the van drivers for the New Hire just starting their first airline career?
- Is it taking a new Flight Attendant out in a city we are familiar with, but brand new to him/her?
- Is it making hot chocolate and coffee for the Provisioners in the dead of winter?
- Is it assisting other Flight Attendants when they're swamped?
- Is it allowing Crews, who have been waiting in the shuttle, to sign in for their rooms first?
- Is it sharing tips about great places to eat and see, as there is so much to our layovers besides a hotel?
- Is it dropping 'thank you' or a small token of appreciation in other Flight Attendant's folders for a great trip?
- Is it offering to bring dinner to a Flight Attendant's room if they're just wiped out?
- Is it offering to take orders and grab food during aircraft changes?

I like Mark's list, and they are all acts of unwritten kindness that we see/hear, if we look for them, at Southwest. What follows is a little of my early introduction to Culture.

For me, Culture started in Inflight Training. It was a thought process of "how do we get through this?" that was shared among Classmates and boiled down to "what works??" We studied together, shared flash cards, and supported each other through to graduation. I don't remember where it started, but some of us found out we had the ability to sing, "The Lion Sleeps Tonight" as a joke, and it became a stress reducer and celebration song for the class. Google it, I was the high part. Hey, **I wanted this job!!**

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Out on line, the famous CJ was on my IOE. Her “Oh Honey! Just do your job like they told you in class” was an early version of what I think is now, “**Don’t make easy, hard!**” Do you like flying with that person who can’t stand that the Customer “ORDERED the WHOLE CAN!” (Um, is it your personal can? Who cares?) How about the Flight Attendant enforcing rules they “heard the FAA busted my friend’s friend for” while not bothering with half of what’s actually in the Manual? That’s too much energy for me, and if you’ve flown with me, you know I’m not perfect, but I’m going to keep following CJ’s advice and never have to worry about who’s on my aircraft.

My first six months, I had some great experiences, but the person I’ve never forgotten is Vicki DeWitt. Vicki’s advice? “Southwest doesn’t care about what you do on your overnight and how you spend your per diem. Just take care of yourself and eat well!” As we flew several trips together, Vicki proceeded to show me the BEST places to eat around our system. Some were off the beaten path, some were ‘holes in the wall’, but all were GOOD! We didn’t always go out, but I learned about self-care in this radically different job than other ones I had. And who doesn’t like to eat? These days Crews, and the Southwest System, are an even larger mix of people and places, so we don’t always have time to stay together on overnights (flown “D” yet?). But when we do, doesn’t it seem like the group of three or five always finds other airline members to add? Or the trip to that “special place” is worth it?

Then there was the time I got scolded. Not too harshly, but I may have been a little too glad to be at Southwest. I was going to jump off and help Ops with some aspect of their job thing, I don’t even remember what, and my Crew Member reminded me that my job was on the aircraft. I was told “we clean the cabin FIRST” before helping others with their jobs. I was a die-hard PM’er when I started, and came from the restaurant world, so leaving the aircraft stocked for the next day was something I brought from my last job. It was second nature for me, but it also upheld the Golden Rule, which I’d been told was part of Southwest’s DNA. Didn’t I like it when I got on a plane that had been stocked?

Simple, right? Sometimes it felt like Flight Attendants against the world, like when Vicki and I flew on the ex-Midway -200, #721 (Picture non-Southwest interior or galleys). I swear that plane followed me around and we would be back and forth between Burbank and Sacramento (before it was Provisioning). Six legs and every flight, we would be asking the Pilots to radio ahead for something (sound familiar?) because we didn’t want to explain to a Customer we were out of Sprite.

So what is Culture in the Flight Attendant Group? I think it’s a few core ideas.

1. We take care of our new folks and show them what WE do, according to my friend Spencer.
2. We get the job done as a Team and do whatever it takes.
3. We Communicate - about needs, food, plans, and concerns.

And for me, the last not only covers the other two, it is the **most** important. In my one-on-one interview, a recruiter named John Colmer asked me if there was anyone I didn’t like working with at my previous employer. I really got along with everyone, and told him so. He pressed and asked about that ONE person who I’d see on the seating chart and know I’d be walking their food all night long. I think my honest answer got me the job. I said, “Sure, there is, and I may not be best beer drinking buddies with her, but those tables I take care of will come back and ask for me.” The rewarding part of our job, for me, is that we get direct feedback, every flight, on our Customer’s experience. My response when a Customer tells me, “Thanks for being nice,” is “It’s easier.”

At Southwest, professional Flight Attendants communicate, get the job done, and do our part to earn the Customer’s **repeat** business, no matter what it takes. This is Warrior Spirit, practicing the Golden Rule, and a part of our Culture.



Will Browne is a Chicago-based Flight Attendant and serves on the TWU Local 556 Board of Election.



Mark Hoewisch is a Chicago-based Flight Attendant and is a TWU Local 556 Shop Steward.

Apply for the TWU Local 556 Scholarship Program

Education is important to TWU Local 556 and we are proud to sponsor two scholarships: The Paul Gaynor Scholarship, awarded to Members of TWU Local 556, and the Madeleine Rolle de Milhaguet Howard Scholarship, awarded to TWU Local 556

Members or family members of TWU Local 556 Members. Apply online at

www.TWU556.org



*Enriching the lives
 of our Members and
 their families*

The Paul Gaynor Scholarship

Education was one of Brother Gaynor's primary concerns. Considering the unique challenges we face at Local 556, it is essential that we assist in the continuing education of our Members in Labor relations. On May 20, 1998, the TWU Local 556 Executive Board, in partnership with TWU International, established the TWU Local 556 Paul Gaynor Scholarship.

This scholarship awards one \$1500 scholarship per year and can be used for tuition, books, and/or room and board for TWU Local 556 Members pursuing a degree in Labor Studies. Each applicant must submit an application and all supporting documentation by June 30, 2014. Visit **www.TWU556.org** for complete details and to submit an online application.

The Madeleine Rolle de Milhaguet Howard Scholarship

The TWU Local 556 Madeleine Rolle de Milhaguet Howard Scholarship was established in 2014 to recognize the contributions TWU Local 556 Executive Administrator has made to the Membership of TWU Local 556. Madeleine's dedication, commitment, and compassion for TWU 556 Members have been the common denominator that has held our Union family together.

This scholarship awards one \$1500 scholarship per year and can be used for tuition, books, and/or room and board for TWU 556 Members or family members of TWU 556 Members pursuing a degree in higher education. Each applicant must submit an application and all supporting documentation by June 30, 2014. Visit **www.TWU556.org** for complete details and to submit an online application.

Application Requirements, Deadlines, and Awards

For both Scholarships, applications including application form, letter(s) of endorsement, and essay must be received by June 30, 2014, and will be judged and awarded by the TWU Local 556 Scholarship Selection Committee consisting of the Local President, Scholarship Committee Chairperson, and a non-Member chosen by the Executive Board from the Academic or Labor communities. Awards will be announced by July 31, 2014. Notice of the winners will be published in the Fall Unity publication and in the Union Glass Case in all bases.

Welcome New Atlanta Domicile Executive Board Member

Hello, everyone! I am so excited to be in Atlanta, and honored to serve as your Domicile Executive Board Member.

I was asked to write a little bit about myself, so here is a mini bio. While I am a native of Sacramento, California, my family eventually migrated to the San Francisco Bay Area. My Father was a college dean and my Mother worked for the Department of Transportation. I inherited my passion for Union work from my Father.

At age nineteen, I was given the opportunity to travel the world. After traveling for years and living abroad, I moved to Atlanta in 1997. I began my career as a Flight Attendant in 1999 with AirTran Airways and have been a Flight Attendant for fifteen years. During my career there, I found an interest in Union work as a Member of the Association of Flight Attendants (AFA) Council 57. Most of my work was with the OJI/FMLA Committee. I transitioned over to Southwest Airlines in the second Special Merger Training (SMT) Class in 2012 and

have been an active Member of TWU Local 556 as a Shop Steward in Phoenix, Las Vegas, and Chicago. It has been a great journey, and I've met some wonderful people. When I'm not doing Union work, one of my passions is sports: football, basketball and even a little NASCAR. So I welcome you to stop by and talk shop or stats, my door is always open. I am very excited for the future of our Atlanta Base. I am also looking forward to returning to Atlanta and representing our base as your Domicile Executive Board Member.



Pamela Forte

ATL Flight Attendant
and ATL DEBM
pforte@twu556.org

Baltimore

Happy Spring Baltimore. The sun is finally shining and baseball has begun, let's go O's! For those of you new to the base I highly recommend taking in a ball game at Oriole Park. It is a beautiful baseball park and the Inner Harbor is right there as well. It can be reached easily by the light rail if you are a commuter.

There have been a few changes in the base over the past few months and more to come. As you all know, the Leave Specialist position in the bases has been transitioned to a central location in Dallas. Jan Hahn, Crew Base Coordinator, has retired from Southwest, again. She was a great asset to our base and will be greatly missed. Also, Michelle Patt, Inflight Leave Specialist, has left Southwest Airlines to pursue other opportunities. We wish Jan and Michelle the best. Barry Brozovich, Inflight Leave Specialist, will become a Coordinator at the base.

The deadline for Inflight Supervisors to decide whether or not to go back out on line was April 28. I know that the rumors have been swirling about who's returning to the line but they still have a window to rescind their decision so we are not sharing names at this time. Stay tuned for "As the Base Turns."

All leaves and even MDFLEX will be going through Dallas. If you need to utilize MDFLEX outside of Monday-Friday business hours call Scheduling and ask to speak with an Inflight Supervisor on Duty. Remember that you are not calling out sick; you are calling to utilize MDFLEX. If your trip code does not change then call the base and make sure your fax/e-mail was received.

We have received an updated phone and Wi-Fi system in the lounge. You can stop by the customer service desk to get the new login information. When calling the base please call 410-981-1552. With the new system this is the only extension that will roll to other phones. Any other extension you dial will not roll until answered and if a message is left on this

extension after hours it will be followed up first thing in the morning.

"Delay of flight" and "late to the gate" occurrences have been decreasing within our base. Please be mindful of your gate report times. You are required to be at the gate 30 minutes prior to departure, no earlier but definitely not later. If you are just starting your day and you are close to when you need to be at the gate then ask a Pilot if they would be willing to get what you need.

The theme of this Unity is Culture and as we get bigger that is the one area that Management seems to forget about at times. Yes, this is not our little airline anymore and the LUV may seem to have been lost from the top down, but we need to bring it back from the bottom up. We have a lot of new additions to our ever growing family and I know that they have heard the endless stories of the good 'ole days but they have never experienced it. We are a two-sided coin here at Southwest; while we are a Company and have a job to do we are also a family and have to support and take care of one another.

In closing, I will leave you with a few quotes from the man that has made this little airline grow from a napkin into a force to be reckoned with on all levels. *"A company is stronger if it is bound by love rather than fear." "If the employees come first, then they're happy. A motivated employee treats the customer well. The customer is happy so they keep coming back, which pleases the shareholders. It's not one of the enduring Green mysteries of all time, it is just the way it works."* Let's make it work.



Stacey Vavakas

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and BWI DEBM
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Chicago

It has been an eventful few months and for those of you who have looked at the vacancy reports you have seen that we will be saying goodbye to some of our Sisters and Brothers here in Chicago who are going to the new Atlanta Base on May 1, 2014. I would like to congratulate and welcome Pamila Forte as the new Atlanta Domicile Executive Board Member (DEBM). For those of you who know Pamila you know she brings with her experience, dedication, and a willingness to serve the Membership.

The Las Vegas Base will also be welcoming a new Domicile Executive Board Member on May 1, 2014. In anticipation of her growing family Addie Crisp will be resigning her position as the Las Vegas DEBM. The Executive Board has accepted Addie's recommendation of Las Vegas Flight Attendant Rachel Brownfield as her replacement. Please join me in congratulating and welcoming Rachel to her new position as Las Vegas Domicile Executive Board Member.

There have been many changes in the last three years for everyone and as our Company grows and morphs into something quite different than the Little Airline That Could, it is important to remember we each have a responsibility to help maintain our Culture and family atmosphere. The bigger our Company gets the more difficult that is going to be, so we all need to take part in some little way. There are many ways to live our Culture even though there have been many changes. Don't forget what it was that made Southwest Airlines such a special place to work. It's the little things like showing each other a small bit of kindness, or not sniping at one another even when patience has been pushed to its limit, that can make the difference between a great three day and a pairing that seems as if it will never end. We all joke about the question asked during the interview process, "Why do you want to do this job?" So many said, "I love people and I love to travel!" Let's extend some of that to our Crew Members, who are our families and support system when we are on the road.

Our Negotiating Team (NT) is hard at work for all of us and I encourage you all to communicate with them if there are issues you would like to see addressed. If you have something that concerns you in the negotiations realm please email the team at: Negotiators@twu556.org. Please remember that concerns cannot be addressed if our team is not aware of them.

Take care and fly safely,
Donna Keith



Donna Keith

MDW Flight Attendant
and MDW DEBM
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Dallas

Hello Fellow Flight Attendants,

Rumor has it that we are no longer going to be able to utilize the parking garage at Love Field. This is not true at this point and time. The parking situation is currently being evaluated; however, no decisions have been made yet. Southwest Airlines' Dallas personnel met with the City of Dallas, who owns the garage, on April 23 and no final decisions were made. We will keep you apprised of the situation.

Just FYI if you are on Reserve and need to change your phone contact number, call Scheduling and give them the phone number you want them to call. Also it is a great idea to repeat the number to make sure both of you are clear as to the correct number! Using the SWALife information update only changes the contact information for Company information, not Scheduling.

Always looking for a pair of wings prior to heading out the door for a trip? You can order extra wings on Ideas in Motion from the Uniform tab on SWALife. If you need compression hose or socks, you can go to www.occfitsolutions.com or call (704) 799-2873 and print out a form to take to your doctor. If your doctor approves them they are covered by our insurance.

If you have not yet attended Recurrent Training at the new building location, the physical address is; 2432 Wyman St. located at the DART stop, left off Denton Drive. Be sure to account for train wait times so that you are on time for RT. Even though this is not documented, some Flight Attendants have received "no shows" due to being delayed by a DART Train blocking the road.

It is in your best interest not to leave a Crew Member at the hotel on an RON. First of all, you should be concerned for their safety and second of all, you are only delaying yourself as another Flight Attendant will have to replace them. The odds are this might cause a delay of flight departure, because another person has to replace the person left behind. Take care of each other. There is nothing better than knowing someone has your back!

Lastly the information box that you signed off on CWA not only addressed social media but it also addressed sweeper programs, or any computer programs that are available through Southwest. It is illegal to use any computer programs other than those offered for use by Southwest Airlines. Be careful.

FYI- If you are on a phone call with Management and you think it might lead to discipline, it would be in your best interest to add a person to the call to witness the conversation. This includes those of you on OJI when speaking to adjusters at Sedgwick. When on OJI please confer with your doctor after each appointment to ensure you are on the same page and there is no misunderstanding between the two of you. Keep copies of all paperwork and transcriptions about your visits with the doctors.

Fly Safe and take care of your fellow Flight Attendants!



Karen Amos

DAL Flight Attendant
and DAL DEBM
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214-640-4309

Denver

Denver Members,

Let me begin by congratulating all of the Denver based Flight Attendants for winning 2013 Inflight Base of the Year. The award highlights the hard work and professionalism of our Members. It is a great start to our newest and best crew base. I look forward to celebrating with everyone at our party on Thursday June 19, 2014. Details will be available soon so save the date!

The theme for this month's Unity is about celebrating our Culture. In my view, the best way to protect the "Southwest Way" is to start with the little things. Regardless of what type of day you may have had it's simple to make the next Flight Attendant's job just a little easier. Restocking your galley, filling condiment cups, helping to clean the aircraft and just being friendly to each other goes a long way. Just remember the golden rule and you'll have laid the foundation to keep our Culture alive. I know that our Flight Attendants and other line Employees do their part. Now it's up to Senior Management to follow our example and do what's best for OUR Company, Co-Workers and Passengers. Southwest Airlines built its reputation because its Employees were the best in the business. That fact has not changed although its Leadership has. Herb and Colleen had it right, and we need to carry on their legacy. So, keep LUVing our Customers, taking care of each other and making each flight a great one; our Culture depends on it.

As a Nation, in May we celebrate Memorial Day. Originally established as Decoration Day, Memorial Day is a day of remembrance for those who have died in our Nation's service. It's also a time for thinking of those Veterans and their families who are still with us. However, for many these days it's just a reason to get a day off work and attend a barbeque.

Recently I had the privilege of assisting the Rocky Mountain Honor Flight with one of their trips to Washington, DC. I was joined by Denver Flight attendants Victoria Partridge and Mark Herman. Together we assisted them through security, took them to the gate and helped them board a Southwest flight. Along the way we all made new friends with local Veterans Clay and Bill. Although I'm sure that Victoria was their favorite by far. It was a simple and rewarding way to show them we care. If you'd like to share a little Southwest Culture on an upcoming Honor Flight please let me know. I know our Veterans would really appreciate it. Enjoy the Memorial Day holiday and feel free to let a Veteran or their family know you LUV them.

Finally, it's always important to stay up to date with what's going on with your Union. For the latest information on the Contract, Grievances and everything in between check out www.twu556.org. You can also get Unity updates electronically by making sure we have your most current non-Southwest e-mail address. Remember, an informed Membership is a strong and united one.

If you know 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 do it old school by dropping a note in my mailbox.

Respectfully,

Chris Sullivan



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and DEN DEBM
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Houston

Greetings, Houston,

To begin with, I'd like to welcome Pamila Forte and Rachel Brownfield into their new roles as Atlanta and Las Vegas Domicile Executive Board Members. Both of them have been active Shop Stewards in our Local, dedicated and helpful to our Members and to AFA Members as they've crossed the partition. Some of you may have met Pamila when she spent time in the Houston Lounge educating our Flight Attendants on Side Letter 10.1 (Near International and Overwater Flying). Rachel replaces Addie Crisp, who is resigning in preparation for the birth of her second child. Best wishes to Addie and her family.

It's an honor to mention Houston Flight Attendants Kurtis Beggs and Anne Zachritz-Bryan, 2014 President's Award Winners. Both of these seasoned Flight Attendants sit on committees that are dedicated to making our work-lives easier and personify the Culture we all know and love at Southwest Airlines.

Construction on the international terminal is in full swing at Hobby Airport. While we are all excited to have a Known Crew Member (KCM) Lane, it is possible that it (and all secu-

rity lanes) will move around when the ticket counter is relocated. Stay tuned for updates on where the KCM Lane, check-in phone and computer are located. Updates will be sent out through E-Connections (register for those at www.twu556.org with a non-Company email address) when advanced notice is given.

As the temperatures rise, don't forget your summer PA's and to take a few minutes to write an Irregularity Report and/or ASAP Report when encountering an aircraft that will not cool down when procedures are followed. Have a great summer and I'll see you all out on the line.



Valerie Boy

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and HOU DEBM
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Las Vegas

My mother engrained union and activist values in me at a young age. I remember attending my mothers AFSCME Local 2700 meetings with my brother and helping make rally signs for the Contra Costa County Workers. So when I started working at age 18, my Mom gave me this advice "Make sure you get a union job, or at the very least a job with health benefits." I got a job with Costco, which had health benefits. So when I got hired by Southwest in 2001, I thought I hit the jackpot. I was a union member, had free flights, health and retirement benefits and I thought \$14 an hour was a lot. I was blown away with the 2002 Contract; my mother never told me about a retro check.

A lot of people ask, why did you get involved? I have always believed that our Union does a great job. I got involved because I wanted to help out where I could. I knew I had the time to be available to the Members if they had questions or needed an advocate in meetings. I began attending meetings, reading Union updates, and calling the Union Office to ask questions. When the chance came around to run for Shop Steward, I ran. I began representing Flight Attendants in Fact-Finding Meetings, volunteering in the community and attending Southwest Airlines Culture events. I built a relationship with the Las Vegas Flight Attendants and with Management. This position and the Members of this Local were the most important thing to me.

As many of you may or may not be aware there has been many changes in my life. The last two years have been the best in my life. I got married to my awesome husband Keyon, gave birth to my son Piper, currently pregnant with my daughter Addie Jr. and had the privilege of representing the Las Vegas Base within the Transport Workers Union Local 556 Executive Board. As I'm entering into an exciting phase of my life when it is time to put my family first, I want everyone to know I will always help in anyway I can. I will still be available to any Member with questions. I will still support our Negotiating Team and Executive Board in anyway I can. This Union and Members will always be in my blood-that is why the decision to resign as your Domicile Executive Board Member was a difficult one. The decision was made because the Members deserve someone that can give 100% to them.

I believe Rachel Brownfield is that person. She has been a constant at our Union meetings. She has also helped other Shop Stewards to recruit Members to participate and attend our meetings as well. She has filled mailboxes, performed lounge mobs, represented Flight Attendants in Fact-Finding Meetings and has volunteered her time in the community. She is also very active in the TWU State Conference and has helped with the Allegiant Flight Attendants campaign. She knows the importance of having a vote on the Executive Board and being a voice for the Members.



Addie Crisp

LAS Flight Attendant, Union Activist,
and former LAS DEBM

Welcome New Las Vegas Domicile Executive Board Member

As the new Domicile Executive Board Member for Las Vegas, it's obvious that I have some big shoes to fill. Addie Crisp's intelligence and dedication set quite an example for me and I will work hard to fill her Ronald McDonald sized footsteps. She will remain actively involved in our base while staying busy with her beautiful family, which will be growing by two feet this summer.

I grew up in the Seattle area but I spent my summer vacations flying as an Unaccompanied Minor with my brother on Pan-Am to Germany, Maryland, and Georgia to visit our Dad who was serving in the Army. I wanted to be a Flight Attendant ever since then. My brother told me not to list him as a reference when I applied at Southwest Airlines because I used to spill every drink on him and he would have to deplane wrapped in a blanket while carrying his coke-drenched pants in a garbage bag. Against his wishes, I was hired in 1998 and I've only been spilling on myself ever since.

I commuted from Seattle for eight years to both Chicago and Oakland before picking up and moving to Orlando. After four fun-filled years, I moved to Tyler, Texas and then finally to Las Vegas. I first became active in our Union during the 2002 Contract as a Precinct Captain. I believe in getting involved in our Union because I plan to be here at Southwest for the rest of my working years and I want to see us remain successful as a Company and a Union. Teamwork makes the dream work! I look forward to representing Las Vegas Flight Attendants, volunteering in the community, and Contract education.

On a personal note, I love living and working in Las Vegas. I enjoy hiking in the desert and wake boarding on Lake Mead. I also partake in exercises that allow me to put my extensive stretch pant collection to use, which is the main reason I practice yoga.

Our base is filled with amazing Flight Attendants that I have enjoyed working with for the last four years and who I look forward to working for in the future.



Rachel Brownfield

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Oakland

Hello Oakland Flight Attendants and happy spring. This season is always my favorite time of year; flowers are in bloom, the weather is nice, and summer is right around the corner. Spring time is always a time of transition and change; we've had a lot of changes here in the Oakland Base and around the Southwest Airlines system.

Known Crew Member (KCM) access points are now operational in both terminals 1 and 2. As a reminder, please adhere to KCM policies and procedures to ensure the integrity of the program. Crew Members must be in full uniform and may not utilize the KCM access point with prohibited items (e.g. firearm/explosives/ammunition/knives/ etc.). Carriage of another individual's property through a KCM access point to circumvent screening is prohibited. Members are subject to random screening and must present two forms of identification, one of which must be your Company issued identification.

Doctor Pre-Designation - It was recently discovered that Southwest Airlines has been incorrectly requiring Flight Attendants with a valid doctor pre-designation to see a Company Doctor when determining if an injury is compensable under the California Workmen's Compensation system. After researching the issue with legal counsel, it was determined that this is not a requirement under California law. Oakland Inflight has agreed to cease this practice. To be clear, if a Flight Attendant has a valid pre-designation on file, they are not required to see a Company Doctor when sustaining an On the Job Injury (OJI). The doctor pre-designation must be on file with Southwest Airlines for at least 30 days prior to illness or injury. Pre-designation forms and additional information can be found on the Oakland Base Page on the Union Website.

Southwest Airlines Leave Specialist Update - The Leave Specialist positions have been relocated; now all leaves are handled in Dallas by the Attendance and Leave Department. As a result, you may submit California Kin Care forms via fax to (214) 932-0068; via email to InflightAandL@wnco.com; or by submitting the form in person to a Supervisor in the lounge. California Kin Care forms are available on the Oakland Base Page on TWU556.org or on SWAlife. Utilizing California Kin Care remains unchanged: call in sick to Crew Scheduling under normal sick call reporting procedures, then fill out the form and turn it in prior to or on your next scheduled pairing or within seven (7) working days of the last day of absence due to Kin Care utilization, whichever is sooner.

Lastly, I would like to welcome the new Atlanta and Las Vegas Domicile Executive Board Members to the Executive Board; Pamila Forte and Rachel Brownfield respectively. Also, I would like to take this opportunity personally thank former Las Vegas Domicile Executive Board Member Addie Crisp for her service to the Membership of TWU Local 556. Addie will be missed on the Executive Board; thank you for your warmth, spirit, hard work, and above all, your friendship.



Matt Hettich

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and OAK DEBM
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Orlando

There's an old saying "It's only as good as you make it". Often I am asked, "What is happening to our Company and its Culture?" Simply put, by not following the Golden Rule, it places our Culture in jeopardy. I suspect the main culprit to be writing each other up. It appears we have gotten away from the "talk it out, don't write it up" theory that was once the old Southwest Way. With the rapid growth of our Company, now more than ever, is the time to commit yourself to following the Golden Rule and treating other's the way you want to be treated. If you choose not to practice this, karma will find you. After all, it's only as good as YOU make it.

Once again, with the TSA in Orlando, their left hand doesn't know what their right hand is doing. With the elimination of the Employee lane, there is debate as to which lane an Employee uses when not utilizing the KCM lane. One TSA Agent will send you through the TSA Pre-Check Lane or the wheelchair only lane (which equals to an Islip to Ft. Lauderdale flight if you know what I mean) and another agent will do the opposite. I will keep you updated on this never ending saga but for now, allow yourself extra time when non-revving out of uniform in Orlando, you may end up backtracking to another lane!

Summer is quickly approaching which means two words: sweat box. Although the Company put in place our "summer weather procedures," I received several complaints last summer regarding hot aircrafts. Please make the appropriate announcements when arriving at the gate for Passengers to lower the window shades. Additionally, if you encounter a hot aircraft while at the gate, please ask the Captain to turn on the APU. This has been communicated to Flight Operations as well. In the event this procedure is not followed, please contact the Union Office immediately.

Is a Coke worth a cast? Turbulence is the leading cause of injuries amongst our workgroup. If you encounter turbulence, please take your jump seat or the nearest passenger seat if available. Please do not be the one Flight Attendant trying to balance a tray in the aisle during extreme rough air. Not only are you making your other Crew Members appear to be "lazy" but you are posing a safety risk to yourself and those around you.

Finally, the Orlando Station lost an incredible Employee on March 18, 2014. Michael "Pee Wee" Bernoske truly had a zest for life, and all will miss his incredible smile and laughter. R.I.P. Pee-Wee, we love and miss you!



Jimmy West

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Phoenix

Greetings Phoenix! I hope everyone had a nice winter. "Planes can be replicated but people and Culture cannot." I saw this quote in the February 2014 issue of *Air Transport World* (an industry publication) and wanted you to guess who said it: A) Gary Kelly B) Herb and/or Colleen or C) Richard Anderson. As you know, the focus of this issue of *Unity* is Culture and I thought this quote encompasses our Southwest Culture. As many of you have seen by now, the Culture has changed. Some say it is because of Gary while others might say it is because we are becoming just like all the other legacy airlines. Since the Culture has changed, does that mean we as Flight Attendants need to change with it? Certainly not

I was watching the movie *Jerry Maguire* and one of the words Cuba Gooding Jr., who plays Arizona Cardinal Rod Tidwell used in the movie was "Kwan." Jerry Maguire played by Tom Cruise asks Tidwell what "Kwan" means and Rod said "Yeah man, it means love, respect, community...and the dollars too. The package. The Kwan." Towards the end of the movie, Rod says that Jerry is his Ambassador of Kwan.

Well, I actually think all of us are Kwan Ambassadors as we have a great Flight Attendant Culture that makes us the best and hardest working Flight Attendants in the Industry. In case you were wondering, the answer to the above quote was not A) Gary Kelly, B) Herb & Colleen, though I believe Herb & Colleen would have said it, but it was actually C) Richard Anderson, CEO of Delta.

As far as parking goes, I hope by the time you read this article, I will have some good news about the East Economy Garage. At the very least thank you for putting your trust in me to try to tackle this problem for us. In closing, if you have any pictures of you or your Crew in Uniform while on the airplane, please email them to me and note in the email that you are giving the Union permission to use them either on the Website or in the next issue of *Unity*.

\$ Treasurer's Report

by John Parrott

As of October, which is the beginning of our Union's Fiscal Year, we have recovered \$117,000 in Past Union Dues. While I am pleased with that amount, we still have Flight Attendants that are not paying their Union Dues in a timely manner. The current balance of outstanding Union Dues is over \$46,000. In the coming weeks, another round of Termination of Employment Notices will be mailed to those Flight Attendants. Article 26 of the Contract states that once given notice, the Flight Attendant must make the required payment within a period of fifteen (15) calendar days or be discharged. The Union doesn't want anyone to lose their career but every Flight Attendant must pay their fair share.

Since assuming the office of Treasurer in June 2013, lowering of the Union's expenses continues to be my priority. One expense that we are currently evaluating is our office lease. We are at the beginning stages of negotiations with our landlord and have signed an agreement to have a Mortgage Broker negotiate on our behalf. I believe we are in a position to make some improvements in our lease, not only in lowering our monthly rent, but in other areas as well which will save us money.

The open enrollment period for the Supplemental Insurance offered by the Union begins May 5 and closes June 13. Accident, Cancer, Critical Illness, Short Term Disability, Universal Life, and new for this year, Hospital Confinement Indemnity Insurance will be offered. There will be Benefits Counselors in all base lounges so please make sure you take this time to not only evaluate the policies you have but also to see if these products are right for you. You may also call the Supplemental Insurance Center at 1-877-885-9191 Monday through Friday from 08:00 – 17:00 CST. Your 2013 W2 is required for setting up your coverage amounts.



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Stand Strong and United for our Contractual Rights

by Denny Sebesta

There has been a lot of discussion swirling among Flight Attendants, as well as Employees in other workgroups, around the Company's Start Strong initiative since it was implemented in late January. So, let me address the elephant in the room: this new initiative has created friction with other workgroups, as well as our own Crew Members. Whether there is a misunderstanding about this new directive or misinformation being distributed to station Employees all across the system, a Flight Attendant should never be pressured, intimidated or shamed for following the Contract by arriving at the aircraft thirty (30) minutes prior to departure. Once onboard, each Flight Attendant has required safety/security/pre-flight briefing responsibilities to perform and boarding should not commence until the Flight Attendants are ready. The Ops Agent should verbally confirm with the "A" Flight Attendant that they are ready to board. Boarding any passengers "on top" of the Flight Attendants should not be happening. Rushing helps no one and sets the Crew up for potential mistakes that could include FAR violations.

Yes, we all want our Company to succeed and we should do our part safely and in an efficient manner. However, when WE, as Union Members, covered under a collective bargaining agreement, do not Stand Strong to help manage the expectations of the Company to honor our Contract, it implies to the Company that it's okay to ignore our Contract or negotiate away hard fought for contractual language or grievance settlements that provide us protections. As you all know, we are currently in Contract negotiations with the Company, as are four other Union's at Southwest Airlines: Local 555 (Ramp, Operations, Provisioning and Cargo Agents); SWAPA (Pilots); IAM (Customer Service/Reservations) and AMFA (Mechanics). Each workgroup is passionate about protecting their contractual rights and we should be no different. If the Company wants to change any current contractual language or Settlement Letters that we have gained, then they MUST negotiate with our Union's Negotiating Team.

The information below is intended to highlight some areas of our Contract language and Settlement Letters that we fought hard to gain. The correlation between these areas is the importance of how and why we should all be standing together as Union Members and, working together as Crew Members to uphold our hard fought settlements and negotiated contractual rights.



CONTRACT LANGUAGE

Check-In Time – Article 8 Hours of Service.

"Check-in time at base stations shall be one (1) hour prior to scheduled departure." The one hour prior is based on the published time the flight departs and you must be checked in by that time and at the airport. This language was incorporated in the 1981 Contract. (8.2.A.1.a)

"Check-in time at outstations will be thirty (30) minutes prior to scheduled departure." This is based on the published time the flight departs and you must be at the airport by that time. This language was incorporated in the 1981 Contract. (8.2.A.1.b)

NOTE: Side Letter 10 – Near International and Overwater Flying is forty-five (45) minutes for Regulatory Required Flights.

Required to be at the Aircraft – Article 8 Hours of Service

"A Flight Attendant is required to be at the aircraft thirty (30) minutes prior to departure. Flight Attendants are responsible for themselves." There is a difference between "prior to departure" versus "scheduled departure" as stated in the Contract language above. It is the publicly posted departure time, which is now posted on (Flight Information Display (FID) monitors in the Flight Attendant lounges and airport terminals. There is potential movement in the "prior to departure" time and when a Flight Attendant is required to be at the aircraft. For example:

Flt#2061 DAL – MCI scheduled to departure time 0800

Flight Attendants required to be at aircraft at 0730

FIDS Monitor reflects DELAYED until 0845

Flight Attendants new required time to be at the aircraft at 0815

If a flight is running late, the Flight Attendants are **not** required to be at the aircraft until the actual "posted" thirty (30) minutes prior to departure time. This allows Flight Attendants to stay in the lounge or within the airport without waiting at the gate/jetway for unknown periods of time, which may be congested with Passengers. Many Flight Attendants utilize this time to take care of personal things away from the public eye such as eating, trip trading/bids, phone calls, etc. Remember, departure times can change based upon the flight's status, which is publicly posted on the FIDs monitors. Every Flight Attendant is responsible

for themselves and it is important to keep an eye on the FIDs flight information to ensure you are at the aircraft thirty (30) minutes prior to departure should the flight time be updated. This language was incorporated in the 1981 Contract. (8.2.A.1.c)

NOTE: Side Letter 10 – Near International and Overwater Flying is forty-five (45) minutes prior to departure for Regulatory Required Flights.

Three (3) minute grace period – Article 8 Hours of Service

When the 2008 Contract was negotiated, a grievance Settlement Letter was incorporated into the Contract. The Contract states *“For the purpose of gate evaluations, the FIDs monitor in the Flight Attendant lounges will serve as the official clock in determining the time for Flight Attendants to be at the gate thirty (30) minutes prior to departure. The Company will allow a three (3) minute grace period to be deducted from the time indicated on the Flight Attendant Lounge FID.”* This settlement came about because the airport FIDs monitors were being set to post up to 3 minutes fast, which caused a discrepancy in times. Flight Attendants in domicile were receiving discipline for late to the gate when they encountered gate check evaluations by Inflight Supervisors. (8.2.1.A.c)

Boarding Positions for Outbound Flights – Article 8 Hours of Service

The Contract language states *“Flight Attendants will not be responsible to be in their boarding positions for the outbound flight ‘prior’ to the scheduled arrival time. However, the Company may reasonably require early boarding under critical circumstances.”* The intent of this language is to allow Flight Attendants time to focus on their personal needs such as food, real bathroom breaks, phone calls, or just take a moment to clear your head when a flight arrives earlier than scheduled. We don’t have scheduled breaks and this is a quality of life issue when working, whether it’s two legs or seven legs in a day. It’s your contractual right to take this time. Be sure to communicate with your Crew and Ops Agent when leaving the aircraft. The important thing to remember, “critical circumstances” are NOT operational issues, such as excessive wheelchairs, full flight, twelve Unaccompanied Minors, etc. It only refers to events that would affect the ability of the aircraft to depart as scheduled, such as severe weather, fire, earthquake, etc., which could shut down the airport operations. Dispatch may direct the Captain for an early departure. This is outlined in the Question and Answer section of the Contract, page 227. This language was incorporated into the 2008 Contract. (8.2.A.1.h)

Tagging Bags Grievance Settlement Letter

In May of 2011, I wrote a Union article about this Settlement Letter because it was a hot topic among our Mem-

bers at that time. I even received a very negative phone call from an Employee covered by another Union Contract who had read the article. This person clearly did not understand the importance of upholding a Contract, abiding by a hard fought and won settlement or protecting another Union’s work. It is still important today, that we remember the contentious time approximately eleven years ago, when the Company was violating our Contract language under the Flight Attendant job description by expecting Flight Attendants to tag bags, especially when they were piling up in the jetway. Our Contract clearly outlined then and still does today that *“Flight Attendants will not be required to perform work normally assigned to a Cleaner, Provisioner, Ramp or Operations Agent.”* The Company agreed to abide by our Contract and agreed that this would not be required in the future unless mutually agreed upon by the Union and Company. This is still in effect today.

It’s important to understand this was not about pitting one work group against another, but to protect our Contract and in turn, help to protect the work that is designated to a specific workgroup, our fellow Union Members of Local 555, Ground Operations. It’s especially important now since Local 555 is still battling a very long Contract negotiations, including mediation. They are working hard to protect their own Members from outsourcing and the reduction of full-time positions. We want to help protect work and job security for our fellow Union Members, not take it away from them. The ultimate responsibility for bag tags falls to the Operations Agent working the flight and per the Southwest Airlines Ground Operations manual, “the Operations Agent must maintain positive control of the bag tags at all times.” Good communication and consistency is the key, so it’s up to all of us to do our part in our respective jobs in a professional manner. Consider this; before boarding begins, ask the Ops Agent for the gate reader phone extension so you can call them from the jetway phone to inform them the bins are full and to begin checking bags. Keep in mind, the FAR 121.394 revision to Flight Attendant requirements for boarding states: *“The Flight Attendant that leaves the aircraft remains in the immediate vicinity of the door through which passengers are boarding. The Flight Attendant that leaves the aircraft only conducts safety duties related to the flight being boarded”*, so stepping off to use the jetway phone would be in compliance.



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.

An OSHA Update

by Michele Moore

It's been approximately six months since the new OSHA regulations went into effect so we thought this was a good time to give everyone an update on the new regulations and how they affect our workgroup. The actual policy became effective on September 26, 2013 but no enforcement was allowed until March 26, 2014. The three areas that the new regulations apply to are: Bloodborne Pathogens, Occupational Noise and Hearing Conservation, and Hazard Communication.

Following is a brief synopsis of each OSHA required standards:

Bloodborne Pathogens:

The Company must provide training to all Flight Attendants defining what Bloodborne pathogens are. Additionally, they must provide training on the steps that must be taken in the event that a Flight Attendant comes in contact with a bloodborne pathogen. The Company must also provide personal protective equipment to protect the Employees when dealing with bloodborne pathogens.

Noise and Hearing Conservation:

The Company must offer protection against the effects of noise when noise levels reach a certain decibel for a specified period of time. The Company must also offer annual audiometric testing to all Employees that fall into this category. Hearing protection must be made available to all Employees that are exposed to these noise levels.

Hazard Communication:

The Company must inform the Flight Attendants of the hazards and identities of any chemicals they are exposed to. They have to train the Flight Attendants about the Hazard Communication Program and are required to keep all chemicals labeled properly as well as have Safety Data Sheets on all of the chemicals.

Currently the Company is in compliance with all of the regulations. Training does cover all of the required topics and Safety Data Sheets are available for all chemicals used in the running of the airline. These can be accessed on SWALife. Audiometric testing is available at all of the stations. To see when testing is scheduled in your domicile city, visit the testing schedule is located on the Corporate Safety page found on SWALife. Additionally, earplugs should be available at all of the bases.

Should you have any questions regarding the new OSHA regulations, please send an email to mmoore@twu556.org or mmassoni@twu556.org.



Michele Moore is a Dallas-based Flight Attendant and the Chairperson of the TWU Local 556 Health Committee

On the Job Injury

by Alice Hinckley

If you are injured on the job there are a few things you need to do to protect yourself. The first thing you should do is notify a Base Leader or Leave Specialist. Late or untimely reporting of an injury may affect a claim and benefits. A Leader/Leave Specialist will provide the injured Flight Attendant with necessary paperwork to see a Company doctor, if necessary. It is required in every base, with the exception of Oakland, that you see the Company doctor for your first visit. Each state has its own rules. In California, if you pre-designate a doctor in writing with Southwest Airlines prior to being injured, you may see your own doctor first. The doctor must accept workers' compensation claims.

Some states, once you see a doctor two times you cannot change doctors. You can access your state rules regarding workers' compensation online or call me here at the office at extension 4350.

It is the Flight Attendants responsibility to call in sick to Crew Scheduling until his/her Workers' Compensation claim is deemed compensable and a Leave Specialist receives the doctor's note. Once the claim is deemed compensable, and the doctor has determined an estimated time for the leave, the Leader/Leave Specialist will retro the applicable sick calls to Workers' Compensation.

Regular communication with a Leader/Leave Specialist is crucial during any leave of absence. In most cases, a Leader/Leave Specialist will pull pairings according to the most recent physician's statement received. It is the Flight Attendant's responsibility to ensure that a Leader/Leave Specialist receives the physician statement in a timely manner. Until the Leader/Leave Specialist receives the doctor's note, the Flight Attendant must inform Crew Scheduling that she/he is sick. This will help the Flight Attendant to avoid a No Show. This is particularly important if the Flight Attendant is scheduled to fly the day of or the day following a doctor's appointment.

For the first fifteen weeks of absence due to an On-The-Job-Injury, Flight Attendants

Grievance Committee Update

by Becky Parker

receive salary continuation calculated by averaging the thirteen weeks (of active status) immediately preceding the date of injury, if the Worker's Compensation claim is deemed compensable.

If a Flight Attendant's scheduled vacation overlaps with her/his Worker's Compensation Leave, and a line has not been awarded for the month, she/he will automatically receive 34 TFPs in "A" position. When a Flight Attendant on OJI has not bid a line of time and has vacation which overlaps with her/his OJI leave, she/he may elect to be compensated for the vacation or move the vacation to begin the first day after she/he is released to full active status.

Employees and their dependents are not eligible for travel privileges while the Employee is inactive due to a Leave of Absence. However, Employees and their dependents may travel on Guest Passes.

In the last issue of Unity Magazine, the Grievance Update reported remarkable progress surrounding a strategic plan that resulted in success. When developing our strategic plan, one focus was to find resolution to as many grievances as possible, particularly the older grievances on file. In order to accomplish this goal, three (3) Grievance Summits were held between Union Leaders and Management. These Grievance Summits were very successful. As a result of the strategic plan and the successful summits, many grievances were resolved which enabled TWU Local 556 to focus on more recent/newer grievances. Our strategic plan was paramount to the future of our Union and its ability to serve the Membership more effectively. Prior to putting this plan into action, grievances were at an alarming high. In April 2013, the Union reported a total of 154 grievances on file. These grievances consisted of 37 terminations, 22 contractual group grievances, 39 non-term discipline grievances, and 56 individual contractual grievances. At the completion of the strategic plan, the Union successfully reported 91 active grievances calculating a 41% decrease. These results clearly show the success of a very well, thought out plan and as Local 556 hoped for, we have succeeded.

The next objective is to create more goals for an even more successful future, develop new strategic plans and continue commitments to the Membership to find resolve. Although it is inevitable that grievances will rise, we are standing strong. I am pleased to report that as of April 10, 2014; we have 100 total grievances on file, 13.0% of which are termination grievances, 17.0% group grievances, 17.0% non-termination discipline grievances, and 53% individual contract grievances. This is a very significant and positive difference compared to last April's report of 154. As pledged to the Membership over one year ago, Local 556 still continues to work for the Membership, resolve grievances, uphold the Contract and maintain good labor relations with Management.



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YOU ARE THE REASON YOUR COMMITTEES ARE DEDICATED TO DO THEIR VERY BEST!



CISM Training 2014

by Justin Whittington

Every year when the first week of April rolls around a team of over 100 Pilots and Flight Attendants arrive in Dallas to refresh their CISM/CIRT (CIRT is the Pilot division of the team) training. Much like your Recurrent Training, your CISM Team Members attend CISM-RT as well. Each year there is a different theme which dictates the type of material that will be covered!

This year's theme was "Accident Survivors" which included excellent guest speakers from PHI Air Medical Transport, the Survivors Network for Air and Surface Medical Transport, a former Major League Baseball Player and Traumatic Brain Injury (TBI) survivor who now specializes in TBI recovery research, and several other aviation crash survivors. We also spoke to an Accident Investigator about what happens after an accident, and how our Crews are affected. It was quite eye opening!

We continued our year-round work with Dr. Tania Glenn, from TGI & Associates, as she refreshed our knowledge on topics such as survival, stress, interventions, and suicide as well as various forms of therapy that our Flight Attendants and Pilots can benefit from after an incident should they choose to seek additional assistance beyond the CISM team.

Within our own team we have an incredible wealth of knowledge and experience! Several members of the CISM/CIRT team updated us on Southwest Airlines' incident/accidents, spoke on how to assist families after a loved one has passed,



and what assistance-programs are available within our own Company and Union (the CARE Team, FADAP, etc.).

Our training goes into great detail on each topic. Our speakers are industry leaders and our peers who spoke are leaders within the Company, so we definitely benefited from an incredible array of knowledge, heart and bravery from each person who stood before us and shared their stories. The CISM Team spent four long days refreshing their skills to respond to anything from an aviation accident to a medical emergency onboard or any other on or off duty emergency, so that they may provide support to our Crews. The team's role is to provide what we like to call "Emotional First-Aid" as quickly as we can. We assist an affected Crew by working with TWU556, Base Leadership, our coworkers in Flight Ops, the Stations, whomever we may need to, to ensure our Crews are well cared for and safe.

Much like the Recurrent Training that Flight Attendants attend, your CISM Team spends time attending RT to ensure they're ready to be there for YOU when you need us! Each year we include special visitors and this year we had six Inflight Base Supervisors, two Emergency Response Department members, one TWU Board Member, and two FADAP representatives and that was in addition to the 68 Flight Attendants and 40 Pilots on the CISM and CIRT teams already there to serve you!

Anytime there's an incident the Company is aware of, CISM should get a page, and call you to check-in, but if you don't hear from someone on the Team PLEASE call us! We are reachable 24 hrs a day, 7 days a week, 365 days a year at 1-800-408-3220. You can leave a voice message that a representative will send us as a text, or your number, and we will call you back. Look for us out on the line, we have a little collar pin with our logo! Your CISM Team LUVS you and we're here for you!



Justin Whittington is a Chicago-based Flight Attendant and Member of the Critical Incident Stress Management (CISM) Team.

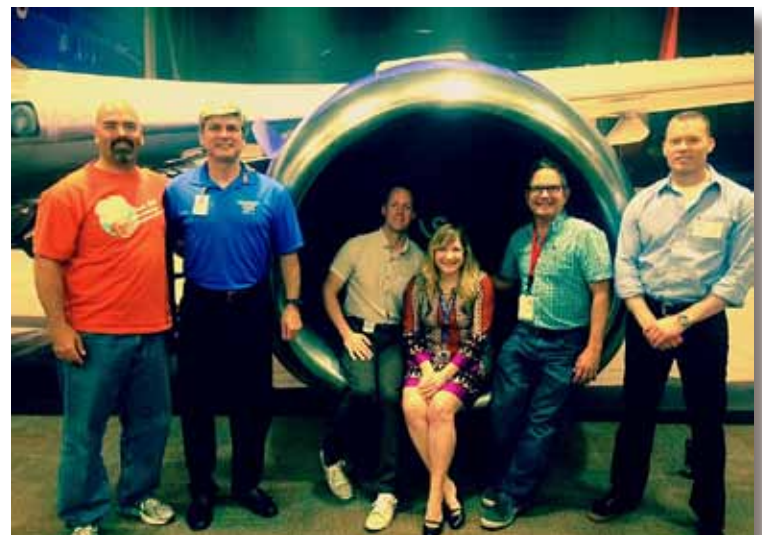
What is MY TEAM SPEAKS FOR ME?

Brett Nevarez is a Las Vegas-based Flight Attendant, the 2nd Vice President of TWU Local 556 and a Member of the Negotiating Team.

We have all heard the phrase “united we stand, divided we fall”. It encapsulates common sense principles of experience. When people unite collectively-they have power. There is strength in numbers. When people are separated and stand alone-their power is marginalized. These concepts are important in collective bargaining.

Speaking with one voice empowers your Negotiating Team (NT) at the table to set and focus on the issues and priorities that our Local 556 Flight Attendant group has identified through comprehensive surveys. It places the NT in a position of strength as the link with which Southwest Airlines Management must deal with rather than negotiating with the masses. A unified group behind the NT forms a barrier that effectively prevents Management from circumventing them to bargain directly with the Members. In these negotiations, Southwest Airlines Management is an adversary, regardless of how they act in other matters. It is their responsibility to attempt to negotiate a Contract with terms that are beneficial to Southwest Airlines Management. With this in mind, the phrase “MY TEAM SPEAKS FOR ME” provides an important connection and concept for all of us to remember until we have a new Contract.

“MY TEAM SPEAKS FOR ME” lets Southwest Airlines Management know that the Membership supports the NT at the table and that Management will not be given the opportunity to weaken and divide the Membership by bargaining directly with the masses. It effectively represents a rejection of any attempt to fracture the Unity and resolve of the group. Unity and focus are critical to achieving the results we all want in our new Contract.



*Your TWU Local 556 Negotiating Team:
 Brett Nevarez, Paul Sweetin, Brandon Hillhouse, Audrey Stone, Bill Holcomb*

YOU are the ones The Team speaks for



What Would Herb Do (WWHD)?

by Sam Wilkins

Often times when I am perusing social media I see phrases like "We Miss Herb," "Bring Herb Back" and recently I saw "WWHD". What Would Herb Do? I started to really think about the question and how it pertains to our Southwest Airlines Culture.

Keeping it simple, here are the very ingredients that make our WWHD Recipe:

1 lb of the Golden Rule

Herb has empowered all of us to live by the Golden Rule: Do unto others as you would wish them do unto you.

2 cups of Kindness

It is so easy to be kind: kind to your fellow Employees, kind to your Crew Members and kind to our Customers. Don't make easy hard; just be kind.

1 gallon of Hard Work

Show up and always give 100% to the success of our Company and always be the best representative of our Culture.

¾ cup of Ownership

Our Culture and our Company are just that...OURS! Every day we put on our uniform, we have a responsibility to make sure we preserve and protect what we own.

1 cup of LUV & Fun

Each and every one of you were hired because someone saw that you would fit perfectly into the Southwest Airlines Family. Be the Flight Attendant and Employee that Southwest Airlines hired you to be.

6 spoonfuls of Respect

Always be respectful of **anyone** you encounter even those that don't show you the same respect because they probably need it the most.

1 zest of Stepping Up

As Employees and "Owners" of our amazing airline stepping up is just what we do!

4 tablespoons of POS

Positively Outrageous Service is what we are known for and what we must protect every day in every way! Internal Customer Service is just as important as External Customer Service! Happy Employees bring back happy Cu\$tomers and that makes our Company Succe\$\$ful.

2 sprigs of Resilience

As an airline, there are constant threats to our success. New airlines are carving the way much like we did in the



beginning into our markets. We must make sure that we are always fighting for every Customer and make sure that they walk off the airplane with a positive impression of our Company.

7 pinches of Perseverance

We have faced adversity many times in our Company's history and we **always** did whatever it took to make sure we came out on top. We are known for our tenacity and **can do** attitude - always with a smile! We must never lose sight of our goals and we must face, head on, any challenges that come our way.

We seem to be in a constant cycle of questioning our Culture. What it was, what it is today and the threat of it disappearing in the future. We are constantly questioning it instead of just doing the very things that define our Culture. When you look at the WWHD recipe ingredients are any of those things really that difficult to achieve every day you come to work? We don't need to question what our Culture is; we need to be confident in knowing that **WE ARE THE CULTURE!** The only threat to our Culture is ourselves. We are the Conservationists of our Culture. WE define it. WE will be the ones who take care of it and pass it on to future generations of Southwest Airlines Flight Attendants.

There is a quote that I think of anytime we are discussing our culture "*The Past is History, the Future a Mystery, but today is a Gift ~ that's why they call it "the Present."*

Live in the "Present" every day:

- Every day that you put your wings on to fly **you** define our Culture!
- Every day **you** can own our Culture!
- Every day **you** can work hard to preserve our Culture!

No one thing or one person can take away what is rightfully **ours** We will always come out on top if we are fiercely protective of OUR Culture. And always remember every day WWHD What Would Herb Do.

In Peace, LUV, Culture and Unity, Sam Wilkins



Sam Wilkins in an Oakland-based Flight Attendant and Shop Steward. She is the Co-Chairperson of the TWU Local 556 Mobilization/Organizing Committee.

Contract Negotiations 101

The original version of this article appeared in October 2002 and October 2007 editions of Unity magazine and is revised by Brett Nevarez.

For many of you, this is the first time you have been through Contract Negotiations. You may have heard stories and rumors about the last round of Contract Negotiations. You may have some misconceptions, fears, or uneasiness about what Contract Negotiations are about. Or maybe you've been there, done that, but need a little refresher in the process. Either way, this article is for you.

We first published this article, "Contract Negotiations 101," in our January 2002 issue of UNITY Magazine. We are going to break down the process of Contract Negotiations into some basic terms so that you will know where we are now, where we are going, and how we are going to get there. Additionally, as we progress through the Negotiations process, we will update you on the progress and publish additional educational pieces in our various newsletters. Before we go into the details of the Negotiations process, let us first go over a brief history of the Railway Labor Act. Yeah, we know, this sounds boring. But it's really quite interesting to learn why the Railway Labor Act (RLA) exists, and why it affects us as Flight Attendants.

In 1926, the RLA was passed into law to provide a means of settling Labor disputes in the railroad industry. At the time, there was one looming problem facing the railroad industry: the economic fallout that could occur if the railroads were shut down due to Labor disputes. It was feared that even small Local Unions could interrupt commerce in the event of a work stoppage, which could cause a devastating blow to the economy. On the other hand, Unions feared that legislation preventing them from striking would tear apart their bargaining power.

To create a solution that would be fair to both Management and Labor, the two sides collaborated to create the framework which Congress used as the basis to enact the RLA, which provides a legal means to resolve these disputes: it reduces the threat of interruptions of commerce and operations, while at the same time it protects employees' rights to Unionize, bargain, and grieve contract violations.

So why are airlines covered by the RAILWAY Labor Act? In the 1930s, the Air Line Pilots Association (ALPA) successfully lobbied to have the fledgling airline industry included under the rules developed by and for the powerful railroad industry. Interestingly, many leaders in Management feel that the RLA favors Labor, while many Laborists feel that the RLA favors Management. When there are two sides to a story, the truth usually lies somewhere in the middle. So even though we may sometimes complain about certain aspects of the RLA, and while we would always like disputes to go in OUR favor, the RLA is well balanced and represents both sides in a fair manner.

Now that we understand a little more about the RLA, let's talk about how it governs our Contract Negotiations. First, the RLA has some very specific rules as to how negotiations must take place.



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PREPARATION FOR NEGOTIATIONS: Your Negotiating Team (NT) used every resource available to educate and prepare ourselves for all aspects of the negotiations process and surveying the Membership on all issues and priorities. Preparing for negotiations isn't all about the NT. Our Local's Membership must become prepared, educated, and mobilized as well.

SECTION 6 OPENERS: Section 6 Openers is a fancy term for the Union simply sending a letter to Management to let them know that we are ready to bargain. Under the RLA, Flight Attendant Contracts don't "expire," they become "amendable." RLA Contracts remain in effect until they are modified, so that airlines can continue to operate under the "status quo" during the negotiations process. Additionally, the RLA defines the "amendable date" as the date when the provisions of the Contract are subject to change according to the terms of the existing agreement.

Article 34 of our Contract states: "This Agreement shall become effective June 1, 2008, and shall continue in full force and effect through May 31, 2012, and thereafter such Agreement shall be effective from year to year unless written notice of termination or intended change is given by either party hereto at least sixty (60) days prior to June

1, 2008, or any June 1 thereafter." We voted to extend our Contract one year as part of Side Letter 7 which made the amendable date May 31, 2013.

Yeah, we know we promised basic terms, so here's the simpler version: By April 2, 2013, your Negotiating Team had to let Southwest Airlines know that our Local wants to negotiate a new Contract.

DIRECT NEGOTIATIONS: Within 10 days of the Section 6 notice, both parties must agree to meet, and within 30 days of the notice, the first negotiating meeting takes place. We are currently in this part of the process and these meetings take place until a "Tentative Agreement" (TA) is reached. If both parties come to a TA it is then presented to the Executive Board, in accordance with our Local's bylaws, which requires two thirds approval (12 out of 17). Once approved it is then sent to the Membership for a vote.

If the Membership votes for the TA, then they have a Contract. If the Membership votes against the TA, the parties can either go back to the bargaining table, or request intervention from the "National Mediation Board" (NMB). The NMB's goal is to get an agreement. They have no connection to either party's issues or interests.

The Evolution of Our Contract

Flight Attendant Bargaining & Compensation at Southwest Airlines

Our Contract (Collective Bargaining Agreement "CBA") is the Agreement between the Union and the Company, which both parties have accepted and should uphold. Since our first Contract in 1978, our Union has negotiated seven additional Contracts with Southwest Airlines Management on behalf of the Flight Attendants. The effective dates of these Contracts were 1981, 1983, 1986, 1991, 1996, 2002 and 2008, beginning June 1. The Railway Labor Act (RLA) affords us the right to negotiate our own work rules, hours of service and wages; therefore, we are exempt from most of the other labor laws passed by Congress or State authorities that govern work rules.

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 willing to show up and make their voices heard for the Contract they deserved.

Let's honor the hard work of those who brought us the industry-leading Contract we have today by standing together in solidarity and mobilizing for the Contract ahead!

In Unity,

Your NT



If a TA cannot be reached, the parties can request intervention by the NMB.

MEDIATION: The NMB may grant or deny mediation based on its opinion of the progress of negotiations. The NMB does not have the power to force either party to compromise its position or to agree to any proposal.

If, after mediation, the parties STILL cannot reach an agreement, the NMB will offer binding arbitration to both parties.

BINDING ARBITRATION: Both parties may agree to place the Contract in the hands of a neutral party, or Arbitrator. If both parties agree to this, the fate of the Contract is left completely up to the Arbitrator, who does not have any interest in either party's issues. If either party rejects the offer of arbitration, a "30-Day Cooling Off Period" begins.

30-DAY COOLING OFF PERIOD: The 30-Day Cooling Off Period is designed to give both parties a few days to step away from negotiations process and refocus. If the parties agree, they can continue to try to negotiate. But if an agreement is not reached after the 30-Day Cooling Off Period, it is then time for "Self Help."

SELF HELP: Self Help is when it starts to get ugly. This is when the Union can declare a strike, or Management can "impose" work rules or "lockout" employees. Additionally, either party may request that the President of the United States create a "Presidential Emergency Board" (PEB). The President also has the power to create a PEB on his/her own initiative without either party's request or consent.

CONCLUSION: We will go into more detail on Mediation, Arbitration, and the PEB in future articles, but we hope we were able to explain the basics of the negotiations process in easy terms. Reading the text of the RLA can be confusing and REALLY dry, so we hope that we were able to make it interesting and informative.

We all want to be able to make a decent living and have fair work rules doing a job we love at a Company we love. We CAN have it all! Please contact us directly with any questions about the process at NT@TWU556.org and continue to stay informed by reading every word of every Union publication that you receive. Knowledge is Power! Don't be left unarmed.



Brett Nevarez is a Las Vegas-based Flight Attendant, the TWU Local 556 2nd Vice President and a current Member of the Negotiating Team.

THESE ARE THE FACES OF OUR CULTURE



Who is responsible for the Culture of Southwest Airlines?

by Thom McDaniel

When I was hired at Southwest Airlines almost 22 years ago, I was told that I was. I also asked on social media recently, "Who is responsible for the Culture of Southwest Airline?" and based on the many comments, the vast majority of my "friends" were told the same thing, and most still believe that each one of us is responsible for creating, maintaining, and spreading our Culture. Southwest Airlines even went to the simple, yet meaningful gesture to remind me every time I or anyone else looks at my ID badge that I am the "Spirit of Southwest."

Through the years, the efforts to maintain and refresh our Culture have been numerous and sometimes mocked. While some have come and gone, and some have stuck around, most of us remember and hopefully continue to be influenced by the Golden Rule, Culture Committee, Triple Crown, "Six Pack", "Moving our Cheese", "Whatever it Takes", "Servants Heart, Warrior Spirit, and Fun-LUVing Spirit", and of course "One LUV". Whether we like(d) these initiatives or not, they do demonstrate that someone or more than likely many, many people at Southwest Airlines have benefitted from the legacies of Herb and Colleen by understanding that along with each Employees' commitment to the Southwest Airlines Culture, our Company also has a responsibility to lead and inspire our Southwest Airlines Family and Customers.

In spite of the widely and passionately felt commitment that each one of us is responsible for our Southwest Airlines Culture, over the last several years, there seems to be an even longer list of people or policies, whether real and rumored, that have been predicted to "ruin our Culture". On the short list would be Unions, getting rid of shorts, pretzel choice, half-carts, Maestro, the 800, full- carts, Management, the dress, CWA, no carts, international flying, AirTran, and Gary Kelly. I was going to add my own name, but the words on my badge tell me I'm not the problem. For that matter as you can see, we can probably eliminate the rest of the list too, because in spite of the daily and constantly changing predictions, we have survived and continue to thrive despite the threats because of each of us. Any time there has been a real challenge to our Company or our Culture, our Employees have stood together against it and won. I believe that we will continue to do that.

It also seems that some of our Employees have decided that the only solution to every problem is to bring back Herb. I can honestly say that Herb Kelleher is the most amazing person I have ever met. He is a great leader, a friend, and a personal hero. He is also the most shrewd, strategic, and cost conscious CEO I have ever had the pleasure to work for. With those acknowledgements, we must also accept the fact that most work groups did not have industry leading contracts or work rules. Southwest Airlines Leadership is in a different place than when Herb was here and so are we. The one thing that has not changed is that just like in the days of Herb, we still have the ability to work together, sit at the table, and solve problems to ensure the continued success of our Company. As Employees, we love this quote from our beloved founder:

Your Employees come first. And if you treat your Employees right, guess what? Your Customers come back, and that makes your shareholders happy. Start with Employees and the rest follows from that. ~ Herb Kelleher

I think what we often miss about that is while believing strongly in this principle, our entire Culture is based on Colleen's demand of following the Golden Rule and treating others as we would like to be treated. When Herb and Colleen said those things, they also assumed that everyone in the Company would work as hard, treat each other with as much respect, and have as much fun as he and Colleen always did and continue to do.

In closing, this is a very special month for me. On the day that the AirTran acquisition became public, I spoke to Alison Head, the President of AFA Council 57 for the first time. While we knew that we would have many challenges ahead and would probably disagree, we also knew that someday we would both be wearing the same uniform and our ultimate goal should be continuing the proud Culture of our always-changing Company. The time is here as Alison completes SMT Training. I'd like to thank her for the opportunity to pin her Southwest Airlines wings and TWU pin to her Southwest Airlines uniform as she embarks on her journey as "Spirit of Southwest Airlines". We met our goal and our Company is better for it.

I still believe in Southwest Airlines and I still believe in our Culture. Most of all, I believe in each and every one of us and in our ability to keep this the best Airline in the world. After all, that's what Herb and Colleen would want and every one of us is responsible for that.



Thom McDaniel and Alison Head.
former President of AFA Council 57.



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

WE LOVE OUR SELFIES ... KEEPING THE CULTURE ALIVE



Language of Destination/Origin Agreement

by Rob Riddell

On April 20, TWU Local 556 and Southwest Airlines announced a Language of Destination/Origin (LODO) Agreement. In accordance with Side Letter 10 of our Contract, Local 556 and Management formed a "LODO Subcommittee" to develop the policies and procedures of the LODO program. The Subcommittee worked in a collaborative effort to set the parameters for all aspects of the Flight Attendant language program, including Training, Bidding, and Scheduling. Members of the TWU Local 556 LODO Subcommittee are Flight Attendants Rob Riddell, Bill Holcomb and Mary Smith.

Many technological tools are required to support the many aspects of this agreement; there is still much programming and testing required to ensure the program's functionality and success. LODO routes will be determined based upon the operational needs of Southwest Airlines. The Union and Management will communicate these details, as well as the dates of implementation, as they become available.

This agreement is for a six-month period, beginning with the first bid period that "LODO Lines" are made available for Flight Attendants to bid. The LODO Subcommittee will continue to meet during this six-month period to mutually agree upon a longer-term solution. Any changes to this agreement will be mutually agreed upon by the LODO Subcommittee.

The entire LODO Subcommittee Agreement is available on the TWU Local 556 Website, as are the simplified questions and answers (Q&A) regarding the agreement. If you have any question or feedback about this agreement please email Cabin.Services@wnco.com or LODO@twu556.org, or call the Union office at 800-969-7932.

See the following pages for the
 LODO Q & A and the Complete
 LODO Agreement

LANGUAGE OF DESTINATION/ORIGIN (LODO) Q and A

What is a LODO Flight?

A flight to or from a LODO destination.

What is a LODO Pairing?

Any pairing that contains at least one (1) working LODO leg(s) in the "A" position.

How many LODO qualified Flight Attendants does the Company need, and in which bases?

The number and locations of LODO Flights will be based on operational need.

Will all Near International flights have a LODO qualified Flight Attendant?

No. Some routes do not have a need for LODO qualified Flight Attendants. LODO destinations will be mutually agreed upon by the Union and the Company. We will monitor LODO needs for planned and future Near International destinations, and make further announcements as they are determined.

How am I compensated for LODO flights?

Per Side Letter 10 – a premium of \$2.00 per TFP will be paid to all qualified LODO Flight Attendants working a LODO flight in any position.

Will I receive both "A" pay and LODO pay when working a LODO flight in "A" position?

Yes.

If I am LODO qualified and working in a position other than "A", will I receive LODO premium pay?

Yes, all LODO qualified Flight Attendants working a LODO flight in any position will be using their LODO skills and will be compensated the \$2.00 TFP premium.

What languages are currently needed?

Initially only Spanish; however, the LODO agreement covers all languages that become operationally necessary.

If I already speak Spanish, will I be required to take a proficiency test?

Yes, to be considered a LODO qualified Flight Attendant you must take and pass the Company approved language test.

Will Southwest pay for training if I would like to become proficient in another language?

If the LODO program has an insufficient number of LODO qualified Flight Attendants to cover LODO flying and the Company specifically hires LODO Flight Attendants, the Company will offer reimbursement for pre-approved language education expenses up to \$1500.

Will I have to pay to take the language proficiency test?

No; however, the Company will only pay for you to take the test twice. After that, you may retake the test, but it will be at your own expense.

What is a passing language skill level?

Using the ACTFL scale (American Council on the Teaching of Foreign Languages)

- **PASS:** Flight Attendants scoring a level of SUPERIOR or above will be considered a LODO qualified Flight Attendant.
- **PASS WITH CONDITION:** Flight Attendants who demonstrate ADVANCED level proficiency will be considered a LODO qualified Flight Attendant for six months, giving them the opportunity to improve their proficiency. The Flight Attendant will be eligible for Company reimbursed training (if offered) during this six-month period. At the end of the six-month period, the Flight Attendant must demonstrate a proficiency level of SUPERIOR or above to maintain her/his LODO qualification.
- **DID NOT PASS:** Flight Attendants who demonstrate a proficiency below the ADVANCED level will not be considered a LODO qualified Flight Attendant.

How is the LODO test administered?

Generally, there is a verbal competency test over the phone, which includes, but is not limited to speaking, comprehension, reading, vocabulary and pronunciation.

How will I know which Flight Attendants on a pairing are LODO qualified?

Trip Sheets will show a code by each LODO qualified Flight Attendant's name.

I am on probation. Can I become part of the LODO program?

No. You must complete probation before becoming a LODO qualified Flight Attendant.

How much will LODO lines pay?

LODO lines will be built to pay at least 80 TFP. If there are not enough LODO pairings available to create LODO lines that pay at least 80 TFP – LODO lines may be built with a minimum of 39 TFP.

What if I do not want to bid a LODO line or a line that pays 39 TFP is not enough for me?

LODO qualified Flight Attendants are NOT required to bid a LODO line. If a LODO qualified Flight Attendant decided not to bid for a LODO line – that Flight Attendant will then bid a regular and/or Reserve line as normal.

Will LODO pairings have only LODO flights on them?

No. A pairing will be considered a LODO pairing as long as it has at least one (1) working LODO flight in “A” position.

Will the LODO lines only have LODO pairings on them?

Yes. LODO lines will only have LODO pairings that have at least one (1) working LODO flight in the “A” position.

Which position will be the designated LODO?

“A” position is the designated LODO. This position can only be bid and held by a LODO qualified Flight Attendant, and will be awarded by LODO seniority.

When will we bid for LODO lines?

LODO bidding will open on the 1st of the month prior at 1200 Central and close on the 3rd at 1200 Central. LODO lines will be awarded by 1200 Central on the 4th.

What happens to unbid LODO lines?

Unbid LODO lines that are not awarded to LODO Flight Attendants in that base will be awarded out of base by system seniority order. Ex: If a LODO line in MCO is not bid by any MCO LODO qualified Flight Attendants – then a LODO qualified Flight Attendant in HOU may bid and be awarded that line.

LODO lines that are not awarded to any LODO qualified Flight Attendant, those pairings will be placed into LODO Open Time. (Please remember these will not count against the maximum number of pairings in regular Open Time.)

Can I bid a LODO line during a vacation month?

Yes, but a Flight Attendant will only be awarded a

LODO line if they have at least 39 TFP total remaining on their line after vacation and Overlap pulls have been adjusted. A Flight Attendant may note in her/his bid preferences if they want to keep any pairing(s) set to be pulled for vacation.

How will overlap work?

If the Flight Attendant is FAR legal (9 hours rest and/or “24/7”), no Overlap adjustment will be made. The Flight Attendant will be compensated time and one-half (1.5) for the pairing, or portion of the pairing, to the applicable SIP, in accordance to Article 10.9.A.3 of the Contract.

What if I am due to sit Reserve for a past rotation and I bid a LODO line?

LODO lines will be awarded to LODO qualified Flight attendants in base seniority order, regardless of the Flight Attendants Reserve obligation. LODO qualified Flight Attendants may be awarded a LODO line even if they are due to sit Reserve.

Can I give away my LODO pairing?

Yes, but only to another LODO qualified Flight Attendant.

Can I trade a LODO pairing with another Flight Attendant?

Yes, but only with another LODO qualified Flight Attendant.

Can I trade my non-LODO pairing for a LODO pairing?

Yes. Starting on the 18th at 1200 Central, LODO Open Time will be available for trade.

- a. Any LODO qualified Flight Attendant may trade her/his non-LODO pairing with Open Time for a LODO pairing originating on a different day or a different base in that bid period, as long as the pairing traded into Open Time does not exceed the maximum number of pairings allowed.
- b. Any LODO qualified Flight Attendant may trade a non-LODO pairing with Open Time for a LODO pairing originating on the same day, regardless of maximum number of pairings, domicile days, or domicile of the pairing.
- c. A LODO pairing may be traded with another LODO pairing in Open Time as long as they originate on the same domicile day, have an equal number of domicile days and originates in the same domicile.
- d. After 1500 Central Time on the day prior to the

origination of the pairing, a Flight Attendant may trade the LODO pairing with Open Time for another LODO pairing in a different domicile, on a different day, or with fewer domicile days provided a LODO qualified Reserve is available in that domicile to cover the entire LODO pairing.

Will LODO pairings count toward the maximum pairings allowed in Open Time?

No. LODO pairings will not count toward Open Time maximums. NOTE: Please refer above to definition of a LODO pairing.

When can I begin trading my LODO pairings?

LODO Trip Trade/Give Away and Open Time will be available for pickup only at 1200 Central on the 8th of the month and available for trip trade at 1200 Central on the 18th of the month.

Can I pick up a LODO pairing in another base from Open Time?

Yes. If you are a LODO qualified Flight Attendant, LODO pairings may be picked up from available LODO Open Time, by LODO qualified Flight Attendants who have already been awarded a line (LODO or regular) starting on the 8th at 1200 Central.

Can I break up a LODO pairing at the SIP?

No. Please consider before you bid that LODO pairings will be flown in their entirety.

Can I Jetway trade a LODO pairing?

Yes, but only with a qualified and legal LODO Flight Attendant. Consider that (CBP) Customs and Border Protection requires advance notice of crew working a flight and that trades must be processed at least (15) minutes prior to these applicable rules. Reference Side Letter 10.7.B

How can I find a list of LODO pairings?

Flight Attendants will have the ability to view a list of all LODO pairings, both in Open Time and assigned to a Flight Attendant.

Can I be rescheduled while on a LODO pairing?

Yes, all Flight Attendants are subject to reschedule after check-in. Maintaining a LODO qualified Flight Attendant in "A" position on a LODO flight will be considered when assigning reschedule (i.e. this takes precedence over seniority when assigning a reschedule requiring less than an entire Crew.)

Can a LODO qualified Reserve be used out of order?

Yes, a LODO qualified Flight Attendant can be used out of order if she/he is the next person qualified to cover a LODO pairing.

If I am a LODO qualified Flight Attendant and I am on Reserve, can I self-assign a LODO pairing from Open Time?

Yes. A LODO qualified Reserve may self-assign a pairing in LODO Open Time under the following conditions:

- The LODO pairing checks in within 24 hours, if self-assigned to Reserve days for the same base.
- The LODO pairing checks in within 23 hours, if self-assigned to Reserve days for a different base.
- The LODO pairing encompasses the same number of domicile days (or greater) than the Reserve obligation.
- If a LODO qualified Reserve self-assigns a LODO pairing, her/his Reserve obligation for that block will be removed.
- Self-assigned LODO pairings may not be traded or given away.

Will a LODO flight cancel if there is no LODO qualified Flight Attendant available?

No. If a LODO qualified Flight Attendant is not available, the flight will operate with a non-LODO qualified Flight Attendant. The Company will make every effort to ensure that the flight has a LODO qualified Flight Attendant in the "A" position.

LODO qualified Flight Attendants may designate themselves as available from a current Southwest city. Scheduling will call in seniority order to offer uncovered LODO flying out of the designated city. If the pairing is accepted, deadheads will be compensated to/from the designated city.

Also, with a Flight Attendant's consent, she/he may be given an earlier or later check-in on the first day of her/his scheduled pairing. This will be offered in seniority order to LODO qualified Flight Attendants checking in on that day in that base.

What if I want to leave the LODO program?

A LODO qualified Flight Attendant may leave the program at any time with one full bid period written notice to the Company. For example, to opt out for the June bid period, the Flight Attendant should advise the Company in writing no later than April 30th.



LODO Subcommittee

March 13, 2014

In accordance with Side Letter 10 of the CBA, the LODO Subcommittee agrees to the following:

This agreement is for a six-month period that begins with the first bid period LODO lines are made available for bid. The LODO Subcommittee will continue to meet during this six-month period to mutually agree upon a longer-term solution. Any changes to this agreement will be mutually agreed upon by the LODO Subcommittee.

1. QUALIFICATION AND TRAINING

A. Testing & Scoring

The Company may schedule a language assessment test for a specified number of Flight Attendants who wish to enter the LODO Program on an as-needed basis.

Flight Attendants wishing to become LODO qualified will take a LODO test and be ranked in one of three (3) categories:

- 1) Pass
- 2) Pass with Condition
- 3) Did Not Pass

Pass: Flight Attendants who demonstrate a proficiency level of SUPERIOR or above will automatically become a LODO-qualified Flight Attendant.

Pass with Condition: Flight Attendants who demonstrate ADVANCED level proficiency will be considered a LODO-qualified Flight Attendant for six (6) months, giving them the opportunity to improve their proficiency. The Flight Attendant will be eligible for Company-Reimbursed Training (if offered) during this six-month period. At the end of the six-month period, the Flight Attendant must demonstrate a proficiency level of SUPERIOR or above to maintain their LODO qualification. No Flight Attendant may receive a second Pass with Condition ranking in the same language.

Did Not Pass: Flight Attendants who demonstrate proficiency below the ADVANCED level.

Other Testing Considerations:

The Company will seek the views of and work with the LODO Subcommittee to select the agency administering the tests.

If the ranking, scoring, or qualification model utilized by the testing agency is not based on the American Council on the Teaching of Foreign Languages (ACTFL) Scale, then the testing agency must be able to

coordinate their system with the ACTFL Scale, which ranges from most proficient to least proficient: NATIVE, DISTINGUISHED, SUPERIOR, ADVANCED, INTERMEDIATE, and NOVICE.

The Company reserves the right to retest any Flight Attendant in the LODO program at any time, at the Company's expense, and no more than once per year. The Flight Attendant will be compensated 1.0 TFP upon completing the retest.

If a face-to-face retest is required, a Flight Attendant will be compensated in accordance with Article 19.1.H of the CBA.

Other than the required/requalification tests above, the Company will pay for a maximum of two tests in the same language. All subsequent tests will be paid for by the Flight Attendant.

B. Training

1. If a LODO training event is required, a Flight Attendant will be compensated in accordance with 5.C of Side Letter 10. If the training event is scheduled for less than four (4) hours, the Flight Attendant will be compensated in accordance with Article 19.1.H of the CBA.
2. If the LODO program has an insufficient number of speakers to cover LODO flying and the Company specifically hires LODO Flight Attendants, the Company will offer reimbursement for pre-approved language education expenses up to \$1500. This will be reimbursable with proper documentation once the Flight Attendant has passed the proficiency test and bids for the LODO lines in her/his base for at least six bid periods and/or flies at least twenty (20) LODO pairings.
3. The reimbursement and terms thereof will be applicable for two (2) years from the ratification date of this agreement, at which point the Company and the Union will meet to discuss the terms.

2. BIDDING AND SCHEDULING

The Company will seek the views of and work with the LODO Subcommittee to determine which flights qualify as LODO Flights and if/when a LODO designation should be removed from a flight.

Terminology:

LODO Flight: a flight to/from a LODO destination.

LODO Pairing: any pairing that contains at least one (1) working LODO leg(s) in the "A" position

LODO Line: a line consisting solely of LODO pairings

A. Bidding

1. LODO pairings will not be included in the Pairing Construction guideline percentages outlined in 28.1.D of the CBA.
2. LODO lines will not be included in the Line Construction percentages outlined in 28.2.D of the CBA.



LODO Subcommittee

March 13, 2014

3. If insufficient LODO pairings are built to create lines paying at least 80 TFP, LODO lines may be built with a minimum 39 TFP.
4. LODO lines will be available to bid by any LODO Flight Attendant who has successfully completed her/his probation period and is eligible to bid that month.
5. LODO bids will open on the 1st of the month prior at 1200 Central and close on the 3rd at 1200 Central.
6. A LODO line may only be awarded to a LODO Flight Attendant who bids for that line, except as outlined above.
7. A Flight Attendant may be awarded a LODO line if they have at least 39 TFP total remaining on their line after vacation and overlap pulls. A Flight Attendant may note in her/his bid preferences that they want to keep any pairing(s) set to be pulled for vacation. If the Flight Attendant is FAR legal for the pairing, the pairing will not be pulled. The Flight Attendant will be compensated according to Article 10.9.A.3 of the CBA.
8. LODO lines will be awarded to LODO-qualified Flight Attendants in base seniority order, regardless of a Flight Attendant's reserve obligation.
9. LODO lines not awarded in base will be awarded out of base by system seniority.
10. Bid results will be posted no later than the 4th at 1200 Central.

B. Trading

1. Trip Trade/Giveaway (TT/GA) and Open Time for LODO Pairings will be displayed separately from non-LODO Pairings. However, Flight Attendants will have the option to filter in TT/GA and Open Time for non-LODO Pairings containing LODO flights.
2. Only LODO-qualified Flight Attendants will be able to pick up or trade for pairings in LODO TT/GA and Open Time.
3. Flight Attendants will have the ability to view a list of all LODO pairings, both in Open Time and assigned to a Flight Attendant.
4. LODO pairings in Open Time will not count towards the maximum amount of pairings in Open Time.
5. LODO TT/GA and Open Time will be available to LODO-qualified Flight Attendants who have already been awarded a line on the 8th at 1200 Central for pick up only, on a first come, first serve basis. Flight Attendants who pick up LODO pairings out of base are responsible for ensuring that sufficient time is allowed to position themselves for the pairing picked up.
6. LODO-qualified Flight Attendants awarded a line in Reserve/Secondary bidding may pick up LODO pairings in "A" position on their days off once their Reserve lines are awarded and loaded onto Flight Attendants' screen.
7. Article 12.7 of the CBA will not apply to LODO Pairings in "A" position.
8. Starting on the 18th at 1200 Central, LODO Open Time will be available for trade.

- a. Any LODO-qualified Flight Attendant may trade her/his non-LODO pairing into Open Time for a LODO pairing on a different day in that bid period or in a different base as long as the pairing traded into Open Time does not exceed the maximum number of pairings allowed.
- b. Any LODO-qualified Flight Attendant may trade a non-LODO pairing into Open Time for a LODO pairing on the same day regardless of max pairings, domicile days, or domicile of the pairing.
- c. A LODO pairing may be traded for another LODO pairing in Open Time that has an equal number of domicile days, checks in on the same domicile day, and originates in the same domicile.
- d. After 1500 Central on the day prior to the pairing, a Flight Attendant may trade a LODO pairing into Open Time for a LODO pairing in a different domicile, on a different day, or with fewer domicile days provided a LODO-qualified Reserve is available in that domicile to cover the entire LODO pairing.
- e. Article 12.5.B of the CBA will not apply to LODO Open Time.

C. Reserve

- 1. A LODO-qualified Reserve may self-assign a pairing in LODO Open Time under the following conditions:
 - a. The LODO pairing checks in within 24 hours, if self-assigned to Reserve days for the same base
 - b. The LODO pairing checks in within 23 hours, if self-assigned to Reserve days for a different base
 - c. The LODO pairing encompasses the same number of domicile days (or greater) than the Reserve obligation.
 - d. If a LODO-qualified Reserve self-assigns a LODO pairing, her/his Reserve obligation for that block will be removed.
 - e. Self-assigned LODO pairings may not be traded or given away.
- 2. If a LODO pairing checks in within 22 hours, Crew Scheduling may assign the LODO pairing to a LODO-qualified Reserve.

D. Reschedule

In order to ensure a LODO pairing or a LODO flight in "A" position is staffed with a LODO-qualified Flight Attendant, all current CBA language regarding reschedules will apply, except:

- 1. LODO Flight Attendants may designate themselves as available from a current city. Crew Scheduling will call in seniority order to offer uncovered LODO flying out of the designated city. If the pairing is accepted, deadheads will be compensated to/from the designated city.



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2. With a Flight Attendant's consent, she/he may be given an earlier or later check in on the first day of her/his scheduled pairing. This will be offered in seniority order to LODO-qualified Flight Attendants checking in on that day in that base.
3. If the above options are exhausted or time does not permit, a Flight Attendant may be rescheduled to a later departure time after check in on the first day of her/his scheduled pairing ("move back").
4. Maintaining a LODO-qualified Flight Attendant in "A" position on a LODO flight will be considered when assigning reschedules (i.e. this takes precedence over seniority when assigning a reschedule requiring less than a whole crew).
5. A Flight Attendant rescheduled into additional day(s) (i.e. unscheduled overnight) may be required to work a LODO flight(s) in "A" position. The Flight Attendant will be compensated according to Article 9.4.C.

E. General

1. A Flight Attendant's LODO qualification will be visible on her/his pairing display (i.e. "trip sheet") and on her/his Crew Member display screen.
2. A LODO-qualified Flight Attendant will not have the option to be pulled from a LODO pairing for contractual illegalities as outlined in Article 8. In these cases, the Flight Attendant will be paid the premium designated in the CBA. LODO pairings will only be adjusted for FAR illegalities.
3. A LODO-qualified Flight Attendant may leave the program at any time with one full bid period written notice to the Company. For example, to opt out of the June bid period, the Flight Attendant should advise the Company no later than April 30th. Once a Flight Attendant has left the program, the stipulations in this agreement will no longer apply (e.g., she/he will be removed from the LODO List; she/he will not be rescheduled to fill a Language-Speaker vacancy; she/he may not bid and will not be awarded a Language-Speaker line or pairing based on the former qualification; and she/he will not be eligible for LODO pay). Requalification of a Language-Speaker who has voluntarily resigned from the program will be at the request of the Flight Attendant and at the discretion of the Company.
4. If a LODO-designated flight departs without a LODO-qualified Flight Attendant, the Company will document the reason and provide this information to the Union upon request.
5. The Company will work with the TWU President or her/his designee to resolve any LODO issues that need immediate attention.
6. The Company will notify the TWU 556 in the event that a language preference is implemented into the hiring qualifications for Flight Attendants.

ACKNOWLEDGED AND AGREED ON March 13, 2014:


 Brianna Grant


 Steve Williford


 Claire Taitle


 Bill Holcomb


 Rob Riddell


 Mary Smith

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.

The faces of
TWU Local 556



We are the Spirit



We will evolve as a
company but the value of
our culture must remain
constant ♥

