

Fall 2013

Unity

**Your Union
Your Family
Your Contract**

The Magazine of TWU Local 556

TWU 556

The Union of Luv Flight Attendants

Art Contest Winner Art Roland



Letter from the Communication Department

Hello Members,

The Local's Communication Team has been looking for new ways to communicate with you, the Members, and we hope you have found the new electronic version of Unity Update a useful tool. The new Unity Update is being emailed to Members on the 5th and 20th of each month. This new format allows the Union to provide you current information faster than a print publication. It also saves the Membership \$16,000 a year in printing costs.

All Members of the Communications Team fly the line and we enjoy face-to-face communication. With three of us and 10,500 Flight Attendants, we are constantly looking for innovative ways to communicate. We have brought back TWU-TV and are holding monthly live Webcasts where Members are encouraged to submit questions. Our iPhone and iPad application will be getting a refresh in the future that will include some useful tools.

I encourage you to "like" our Facebook page or follow us on Twitter. We keep our pages updated and it is your reliable source for Union information on Facebook. Unfortunately, we don't use Facebook to receive feedback from our Members but your emails and phone calls are always welcome. Please use good judgement when reading and posting to other Facebook sites.

This month's edition of Unity Magazine is packed: from safety on overnights to OSHA protections on the plane, an update on FMLA, Contract education, and a Negotiating Team update with information from TWU's economist, Dan Akins.

Check out the articles from Todd Gage and Mario-Galileo Cendejas about LUV, culture, and the Inflight Family. Our culture is alive and belongs to all of us. The holiday season at Southwest Airlines is always fun and festive. Turkey hats (oh yes, they exist) to light up aprons are a fun way to show our passengers the LUV and make a lasting impression.

While we share the LUV with our Customers please keep your internal Family in mind. Look out for Coworkers who may have a tough time this holiday season. Many resources are available to Flight Attendants that need help. With peer-to-peer programs like CISM, the Flight Attendant Drug and Alcohol Program (FADAP), and Company provided benefits including Clear Skies, help is only a phone call away.

The TWU 24th Constitutional Convention wrapped up with a rally in support of TWU Local 577, the Allegiant Air Flight Attendants. This group has been in negotiations for over two years and still has not agreed on their first contract. They have no pay protections, duty day limitations, or other contractual provisions we enjoy with our Contract. Debra Peterson-Barber, an Allegiant Air Flight Attendant, and her husband TWU 556 Member Kevin Barber will fill you in on page 8.



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unity
THE MAGAZINE OF TWU LOCAL 556

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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.

The TWU Local 556 Editorial Team reserves the right to edit any submissions that are received for the purpose of inclusion in Unity. Submissions are due by the first of the month prior to the month of publication, and are considered on a space-available basis only.

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 TWU556 and Southwest Airlines.

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



On the Cover

TWU Local 556’s Communications Department would like to thank you all for your art submissions for the Fall Unity Front Cover. We are proud to feature a photograph taken by Flight Attendant Art Roldan. His photograph captured a sight that many of us do not get to see—our plane of many colors against a backdrop of the same hues in the sky.

It is not by mistake that Art was able to capture such a great image, as photography is his passion. He actually packs his Canon on his trips and seeks out the “perfect” picture in his spare time.

I always find it interesting to learn of people’s history before they entered the Southwest Family. Much like his photography, Art has a colorful path that led him to Southwest Airlines. After serving active duty in the Air Force for ten years, and then another eleven years in the National Guard as an aircraft mechanic, Art retired in 2004.

Not sure of the direction he wanted to take, he accepted a job as a tow-truck driver and before he knew it, it was New Year’s Eve 1998 when he arrived at an accident that was life changing for him: he decided it was time to move on.

He looked at Southwest Airlines and wanted to work for the Company. Strangely enough, even with his aircraft mechanic skills, he chose to apply for an Operations Agent position because he loves the interaction with people. After 12 years as an Ops Agent, Art decided to take to the skies, so in March of 2011 he graduated from Inflight. This is a perfect fit for Art, as he now gets to travel and find that “perfect” picture—over and over again.

I applaud Art for his service to his country, for choosing a job for passion rather than money, and for following his love for photography.

To enjoy more of Art’s photos, visit the Facebook page [Photo Inspiration by Art Roldan](#).

by Robin Brewer

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UNITY Magazine

FALL 2013

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President's Message

When I first heard that “family” was the theme for this issue of Unity, I was initially at a loss of what to write. My initial thought was that my “family,” in the traditional sense, isn’t something I usually talk about openly. My next thought moved to my friends, as one of my Southwest Airlines (SWA) friends recently said to me that he realized my friends are a huge part of my family and many of those friendships have been formed in the nine plus years I have been here.

Through an outside observation, I was recently made aware of the new family that I belong to. During recent negotiations with the Company, I found myself walking back inside from a break with one of the Company Negotiators. Knowing that my home is in Baltimore, she asked where I am staying here in Dallas. I explained to her that I am living with the rest of the Members of our Negotiating Team (NT) Monday through Friday in the duplex that was rented before I came on board. Her response was “*Wow, you work with them, you live with them; that sounds like PARADISE!*” This was of course said in a sarcastic tone complete with an eye roll, and I laughed and responded, “*it really isn’t bad.*” Stepping back, I realized how someone

Although I did not choose this family that my life is now intertwined with ... I am glad to call these guys my family and as we head into a season of giving thanks, I am grateful for their open arms and embracing me into their family.

might not think this was paradise, especially another female looking at the fact that the “them” referred to happens to be four men. It gave me pause and I spent time looking at what has become my life since the first week of June. I became the leader of our NT, the rest of whom had been in place since last year, working and living together. Out of the four, I only knew two of them well. Over the last two years, I had a few conversations with another NT Member, and I had only met the fourth NT member once. So...I really did not know what to expect from this team, and more importantly, from them as individuals. The ‘full steam ahead’ mode, needed to open our negotiations on time, kept me from dwelling on this too much. Since then, my schedule has not slowed down, so over time I simply fell into a routine with them and through this routine, I came to realize that these guys have gone from strangers to acquaintances to friends to family. We have learned each other’s habits, likes, and dislikes. I know what their allergies are and they know not to talk to me first thing in the morning (For all of my SWA friends who are former roommates, some things never change!)

We have also learned what our individual strengths are that we bring to the table in our negotiations, and what aids us in our quest for a fair Contract. Each of us has experience in different types of negotiations with SWA, as well as Union activism. Our seniorities range from twenty-five years down to nine years, with a former President (Paul Sweetin 1994-2000) and myself being on the two



*My NT Family
Bill Holcomb, Paul Sweetin, Audrey Stone, Brett Navarez, Val Lorien*

ends of the seniority spectrum. Some have always been commuters, and some have driven to work. The various backgrounds and experience we have makes for spirited debate at times but, ultimately we are a team working away from home for the best interests of the over 10,500 Flight Attendants we currently represent.

We come from all over; two original Texans, a tough New Mexican, a laid back Californian, and a zany New Yorker, and just like a family, we have our good times and bad—we fight, we laugh, and we have cried together. Our journey together is far from over—we have made good progress in our negotiations, but are far from being done. Even once we have a Tentative Agreement (TA), there will still be two more phases: providing information on the TA during a ratification vote, and then the implementation and further education of the new Contract. I am certain that our Team will continue to have our ebbs and flows that come with any relationship, and that there are more challenges on the horizon; however, we stand strong for you at the end of the day.

The reflection that has occurred as the result of that innocent question about my living arrangement has led me to this – I did not choose this family that my life is now intertwined with, but despite the “not paradise” situation it may look like to outsiders, I am glad to call these guys my family and as we head into a season of giving thanks, I am grateful for their open arms and embracing me into their family.



Audrey Stone

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Real Story

by Becky Parker

As she walked into her first day of initial Inflight Training at Southwest Airlines, Angie took a deep breath: she couldn't believe her dreams of joining the Southwest Family were actually in motion and about to come true. Later, during her career with Southwest, she fell in love, married and experienced her ultimate dream of becoming a parent. She faced many challenges in life, but never anticipated the events that would unfold that led her down a path to possible termination.

The spiral downward began during Angie's first pregnancy, as she experienced complications from pregnancy that caused her to miss more work than she could have ever imagined. She was not eligible for FMLA and could not afford to take a continuous leave without sick bank to help her survive financially. By the time she gave birth, her attendance point total had reached an alarming 9.5 and she could not afford 120 days of Maternity Leave so she returned to work one month after her baby was born. She planned to make it through the entire second quarter with no chargeable occurrences in effort to reduce her attendance points. She had perfect attendance the first month and utilized a doctor's note the second month. Unfortunately, she became very sick prior to completing her last trip of the quarter.

As she was driving to work to complete her last trip for the quarter, she was anticipating the record improvement she would receive and then suddenly became very aware of the pain she was feeling in her stomach. As she stepped onto the Parking Spot shuttle, the pain worsened and she wasn't sure at this point she could make the trip at all so she called her Supervisor to ask for help. Angie explained that her baby was sick, which kept her up all night and now her stomach was in pain. She asked the Supervisor if she could trade her trip for a later date. The request was denied and the Supervisor reminded Angie that she was at 9.5 points and calling in sick at this point would result in a SL1, a 2.5 point penalty for calling in sick less than two hours prior to departure. This would bring her point total to termination level. According to the Supervisor she was left with only two options, work her trip or get fired. With this in mind, she headed to the lounge and checked in for her trip.

The pain in her stomach worsened and she became violently ill. Not wanting anyone to see her this way, she picked up the phone, called in sick and drove herself to the hospital. Within the next few hours, she was rushed to surgery and her appendix was removed.

Expecting to be terminated for reaching twelve points, she contacted the Union for representation.

She received a phone call from her Supervisor requesting a Fact-Finding Meeting surrounding the sick call that was now in question. Expecting to be terminated for reaching twelve points, she contacted the Union for representation. She explained every detail to the Union representative and began to cry. After listening intently, the Union Representative explained that Angie's sick call was considered a sick call on line and not a SL1. Angie did not understand. She reminded the Union Rep that the Supervisor gave her no other choice and led her to believe that her only options were to work the trip or receive 2.5 points. The Union explained that since she had checked in for her pairing, she was now considered a sick call on line and not a SL1. Due to this, she would only be charged 1.5 points for the 3-day trip rather than 2.5 had she called in less than two hours but prior to

check in. Relieved by this news, she still wondered why they would be requesting a Fact-Finding Meeting if she had not reached 12 points.

The Union contacted the base and was informed that Angie's Fact-Finding Meeting was due to possible sick leave abuse, which is a terminable offense. Her Supervisor stated that Angie called earlier that day for help and indicated during the conversation that her baby was sick and she may not be able to work her trip: this was perceived as sick leave abuse for calling in sick for her baby and not for the purpose of her own illness.

The Union advised Angie to provide a note from the hospital validating her illness/surgery. After providing the note, the Fact-Finding Meeting was cancelled. Angie was appalled at how quickly things can unravel and how Management's perception of things can be so different from what is really going on. Although the note did not remove her attendance points and she no longer qualified for record improvement, Angie was thrilled that she still had a job. She worked hard from that point on to reduce her points and learned a very valuable lesson: ***if you are ever in need of help, please don't forget your Union Family. They will always be there to assist you.***



SOUTHWEST AIRLINES CO.

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October 28, 2013

Audrey Stone
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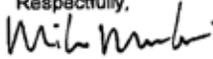
Grievance 17-490 / Family Medical Leave Act

Dear Audrey:

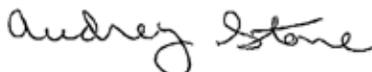
In order to resolve the above mentioned grievance, the Company and Union agree to the following:

- Southwest will deduct one (1) day from a Flight Attendant's available FMLA leave for each day during which the Flight Attendant takes FMLA leave on an intermittent basis.
- Southwest will deduct a maximum of six (6) days from a Flight Attendant's available FMLA leave for each week (defined as Sunday-Saturday) during which the Flight Attendant takes FMLA on a continuous basis.
- If a Flight Attendant is placed on an approved continuous WCP, LME, or LMA leave of absence and is eligible for FMLA leave, the leave will automatically be designated as FMLA leave unless/until the Flight Attendant's available FMLA leave is exhausted. Southwest will provide Flight Attendants with an FMLA Eligibility Notice and Employee Rights and Responsibilities Notice and will deduct a maximum of six (6) days from a Flight Attendant's available FMLA leave for each week (defined as Sunday-Saturday) during which a Flight Attendant takes WCP, LME, or LMA leave on a continuous basis.
- Should the Congress, the Department of Labor (DOL), or a court of law issue new legal guidance, interpretations, or standards requiring or permitting changes to Southwest's FMLA determinations or calculations for its Flight Crew Members, Southwest may make changes consistent with any such legal guidance, interpretations, or standards.
- Southwest will strive to complete necessary programming changes to Pullsheets to deduct available FMLA days in the manner described above by mid-November. The Company will keep the Union informed of its progress with the re-programming should an implementation date be earlier or later than expected.
- The Company will recalculate all Flight Attendants' days of FMLA availability effective March 8, 2013.
- A joint RBF will be published notifying Flight Attendants of the changes addressed above. In addition, a Flight Attendant may contact a Leave Specialist or Base Leader in her/his domicile to obtain her/his FMLA days of availability for the remainder of the year.
- A Flight Attendant who exhausted her/his available FMLA days under the prior method but has additional available FMLA days under the revised method of calculation will be able to designate days that she/he would have utilized as FMLA beginning March 8, 2013 up to the maximum 72 days per year provided the condition is covered under her/his FMLA frequency and duration. If converted, the Flight Attendant's point total will be recalculated, and any discipline letters, if applicable, will be removed.
- A Flight Attendant who exhausted her/his available FMLA days under the prior method but has additional available FMLA days under the revised method of calculation and who utilized a PIN/doctor's statement to remove attendance points associated with her/his approved FMLA condition, will be able to convert the PIN/doctor's statement to FMLA beginning March 8, 2013 up to the maximum 72 days per year, provided the condition is covered under her/his FMLA frequency and duration. If converted, the Flight Attendant will be able to apply her/his quarterly PIN/doctor's statement to another occurrence within the quarter if she/he chooses. If utilizing a doctor's statement, the contractual provisions of Article 32.4 apply. The Flight Attendant's point total will be recalculated, and any discipline letters, if applicable, will be removed.
- The Company will review all 2013 FMLA applications that were denied as a result of days of availability being exhausted and will reevaluate the FMLA approval. If the denial resulted in the Flight Attendant accumulating points and the Flight Attendant's FMLA application is approved, she/he will be able to designate days that he/she would have utilized as FMLA beginning March 8, 2013 up to the maximum 72 days per year, provided the condition is covered under her/his FMLA frequency and duration. If converted, the Flight Attendant's point total will be recalculated, and any discipline letters/notifications, if applicable, will be removed.
- This agreement does not prevent the Union from filing a grievance on behalf of any Flight Attendant who feels her/his FMLA days of availability in 2013 were not calculated correctly.

Respectfully,


Mike Mankin

ACKNOWLEDGED AND AGREED:



Audrey Stone

October 28, 2013

Date

FMLA “BURN” Will No Longer Burn You!

by Lyn Montgomery

There has been much attention, discussion and even panic among Flight Attendants recently concerning the changes to how intermittent FMLA days are being burned.

The main issue of concern is that Management is subtracting more days than what you call in sick for when you utilize intermittent FMLA. For example, if you use FMLA for a three-day trip during a week (a week is considered Sunday through Saturday) and you do not report for duty later that week, Management will deduct six (6) days from your FMLA allotment. Simply, Management is counting your scheduled days off as leave days. The number of days that you will receive has been increased from forty-eight days to seventy two.

The Union never agreed with the fact that Management was burning scheduled off days when a Flight Attendant utilizes Intermittent FMLA. In order to fully be aware of what has been going on, be warned that if you want the accurate information you will need to rely on official outlets of TWU, such as the Website, Unity Updates, Unity, the official TWU Local 556 Facebook page and Union Officials. Unfortunately, there has been much false and even misleading information spread on social media pages. Don't let social media guide you down a path of misinformation.

The first rumor that has been circulated is from some persons claiming to have inside knowledge and stating that the Union was not doing anything about the new FMLA guidelines. Be wary of those who “claim” to be in the know if what they are “saying” is not verified by the Union. The new regulations were announced on February 5, 2013. On February 6, 2013, the Union conferred with legal counsel to learn how the changes would affect us. The Union requested to meet with Management repeatedly, but Management was in the process of consulting with their legal counsel as well and was not prepared to meet.

Finally on March 18, 2013, the Union and the Union's attorney met with Employee Resources and Southwest Legal Counsel at Southwest Airlines headquarters to discuss the new regulations. Management had not made any changes to their application of the FMLA at this time.

The Union disagreed with Management's interpretation of the Airline Crew Technical Corrections Act. Since the FMLA is governed by the Department of Labor, the Union employed its legal counsel to get clarification from the DOL. The Union needed official verification in order to process a Grievance and to move forward. After legal

counsel performed research, a letter was sent certified to Thomas Gauze, District Director of the DOL requesting clarification. Many months later the DOL finally responded. On August 8, 2013, the Union's legal counsel forwarded to the Union the reply written on July 26, 2013 from Diane Dawson, who is the DOL Branch Chief concerning the Family Medical Leave Act and other Labor Standards. Although this letter was not an advisory opinion, it clarified and supported the Union's position.

On August 13, 2013, the Union forwarded Ms. Dawson's letter with a corresponding letter to Management requesting immediate compliance. The Union requested a response by August 20. On August 20, Management asked for additional time to review the Union's request. The Union continued to press Management for answers. Management requested additional time to continue to investigate our position. In the spirit of resolving the issue the Union honored their request. During this time, the Union met with a second attorney on the matter. This attorney has already won a case against Southwest Airlines in federal court for a previous FMLA case that affected our Brothers and Sisters at Local 555.

Another rumor that you may hear is that Union advocates are “pretending to be attorneys” and a call for legal counsel to take on this matter has been professed. Your Union advocates at TWU Local 556 are an intelligent, competent team that also knows when legal issues go beyond the scope of their knowledge. As you can see from this article, the Union has not been shy in obtaining professional legal services for this regulatory matter and will continue to use legal counsel as needed. On September 5, 2013, the Union contacted the DOL with legal counsel present to determine the best course of action for vetting this issue through their process. On September 13, 2013, no resolution was reached with Management. Management continued to investigate the FMLA. On September 13, 2013, no resolution was reached. That same day, the Union filed a grievance for all Flight Attendants, known and unknown who are being harmed because of the manner in which Management is deducting days from a Flight Attendant's Leave entitlement. On September 18 Management agreed to monitor and evaluate those Flight Attendants who have exhausted his/her FMLA.

Management denied the grievance on September 19 citing no specific reason. Flight Attendants and the Union have and are in the process of filing complaints with the DOL.

CONTINUED ON NEXT PAGE

Another hot rumor is that AFA Council 57 has already reached a resolution to this issue. On October 3, Executive Grievance Chairperson, Lyn Montgomery from TWU 556, met in Dallas with LaShaye Hutchinson from AFA Council 57 of the AirTran Flight Attendant Union to compare legal advice and to make plans to work together to get a resolution to the issue. Both Local 556 and Council 57 are facing the same challenges that have yet to be resolved. Since this is an issue concerning an interpretation of a federal regulation, the process to gain answers may be painfully slow. By working together we hope to minimize the time frames.

After this article was written the Union continued to press Management. Just as this issue was going to print Management agreed to apply the regulations in the correct manner. No more than one day will be deducted from a Flight Attendant's available FMLA leave entitlement for each day during which the Flight Attendant takes FMLA leave on an intermittent basis. The total allotment is now seventy-two days of FMLA, twenty-four more days than in 2012. Management will review and recalculate all Flight Attendant's available leave entitlement. This will occur for all Flight Attendants whether or not he/she was named in the grievance. These changes will be effective immediately but will not be able to be programmed into pull sheets (Management's system that oversees leaves) until mid-November. As you can see, the TWU Local 556 Grievance Team has your true interests at heart and has kept you from being burned by putting out the fires of misapplied regulations and misguided rumors!



Lyn Montgomery

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THANKS MOM

COFFEE TALK



This year I moved in with my Mother. It is reminiscent of an "Odd Couple" type of relationship: I being Oscar and she being Felix. Not that I am a slob, but I am way more relaxed than she is about tidying up and I have a tendency to procrastinate. Basically, she is somewhat OCD and I am somewhat ADD.

She is still just as I remember her from years ago when I lived at home. GO, GO, GO, wound up tight like a top, and when the string is pulled she whirls around like the Tazmanian Devil. I watch in pure wonder—how does she do it with Rheumatoid arthritis?

She tells me, "You've just got to keep on moving." ... I tell her, "Chill out, relax a while, you've got all day."

Often she uses that old adage, "The early bird gets the worm." ... And I reply, "Well that bird goes to bed at 7 pm when the sun goes down, and I don't." ~

We have a morning ritual of sitting on the back porch, drinking our coffee, reading the paper, and talking about the grocery sales, the price of gas, light politics, and family matters. We have some different political views and the discussion gets heated at times. I tell her that I am an Independent and I am for whoever is "LABOR friendly." She rolls her eyes and says, "You're like my Dad." Which is actually a compliment. He was the President of his Local, Southern Pacific Railroad. "Yup, it's in my blood." I grin. ~

She is a coupon freak, cutting, organizing, and going to five different stores to retrieve the goods. She maps it out on paper. "First, Bashas for chicken breasts, then Albertsons for soup, the Dollar Store for paper plates..." I go to one store and get it all with no coupons or list.

When I come home with groceries, she looks through my stuff and at my receipt, "Trader Joe's is too expensive!"

"I like Trader Joe's. It has good stuff!" I proclaim.

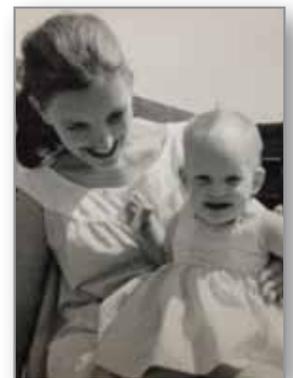
"Well fine if you want to spend your money on foo foo food. It's up to you, but a couple of dollars here and there adds up." She schools me. ~

Before I moved in with her she lived on Social Security. She went out to dinner once a month and that was to Ikea where they have Swedish meatballs with loganberry jam for \$3.00 or Costco to get a hot dog. I like to surprise her and bring home a steak or halibut to cook and she tells me, "You should save your money."

"UGH, can I get a thank you, maybe?" I mention. "I work hard and I deserve it." She offers a thank you and lets me know that I could have gotten it on sale at Fry's.

... It's the little things that keep a family together!

*Latte's LUV Tina Coffee (Mamajava)
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Board Member at Large
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Airline Angel

by Robin Brewer



In this issue of Unity Magazine, we chose an Airline Angel that is truly an Angel to our four-legged family members. Sara King Cunningham's passion for our furry friends has led her down a path of saving animals and giving families a pet that will be forever faithful.

Her mother-in-law, being an animal advocate herself, had been posting pictures of animals on Facebook in hopes of finding homes and Sara decided she wanted to help. Not sure which area to help in, Sara decided to volunteer at a local animal shelter and very quickly became aware of the animal population problem. It saddened her to know that perfectly healthy animals were being put to sleep because of overpopulation in the shelters and their strict budgets.

Her volunteer work at the shelter began with cleaning the kennels. Although her love for dogs is strong, she was drawn to the cat side of the shelter because the need for adoption was far greater. She developed such a great rapport with the staff at the shelter that they trusted her judgment in evaluating the cat's personality – whether it was adoptable or needed more time to become socialized. She took on the task of evaluating the cats, giving them names (so they are not just a number), and works with a photographer to get a "happy" picture of the cat. Once this is done, Sara posts the picture, name and description of the cat on a centralized website for adoption www.adoptapet.com.

A new phase

Sara knew that working at the shelter was a great service, it just wasn't enough for her: there were still too many animals at risk. She aligned herself with an animal rescue group (there is typically a rescue for every breed of dog); this one in particular is a Dachshund rescue– Dachshund Lovers of Texas.

A shelter will allow the animal to stay at the city/county facility in hopes that the owner will re-claim the pet. If the animal is not claimed, the rescue group will pull the animal before it is euthanized. The rescue group will then place the animal in a foster home until it is adopted. If you have ever adopted a pet from a rescue group, it is not an easy process—but well worth it. The animals are evaluated thor-

oughly by a vet, spayed/neutered, vaccinated and finally matched to the perfect family.

Sara has assisted in every capacity with the rescue group. She has fostered pets and although her first couple of fosters were difficult—as she became attached to the dog—it soon became more and more rewarding as she saw the dog being placed in a loving home. The time-frame of fostering is typically very short term.

As she began to fly more, it was difficult to foster a dog, so she now volunteers in the capacity of "interviewing" prospective families wishing to adopt a pet. She visits the home to determine if the match is a good fit for all. The last thing the rescue group wants is to see the animal back in the city/county pound.

And if that is not enough ...

Sara's desire to make sure a dog or cat is placed in a good home has taken her to the skies as she has put her flight privileges to good work. As soon as Southwest allowed pets on the plane, Sara was flying to different destinations—even as far as Philadelphia—to place a dog in a loving home. She even flew a paralyzed cat, Simon, so he could receive the rehab needed.

There are many areas in which we can choose to be an Angel, all of which are equally important to someone. I applaud Sara for her dedication to our little friends – who sometime complete a family.

It is interesting to see a visual of what happens when just one cat is not spayed/neutered. Please go to <http://www.peta.org/issues/companion-animals/overpopulation.aspx>. The numbers are astounding.

If you are considering purchasing a pet, please read and educate yourself on where you choose to purchase your furry friend. Go to <http://madonnaofthemills.com/puppy-mills/> to find out more about puppy mills. So many dogs from breeders & pet stores may look cute, but their parents are abused, neglected and only used to make the breeder money. They live in horrible conditions.



Sara Cunningham is a Dallas Based Flight Attendant



pictured are some of the pets that Sara has transported and fostered.

Family

Family - fam-i-ly [fam-uh-lee] noun

10. a group of people who are generally not blood relations but who share common attitudes, interests, or goals

You've got to get to the tenth definition of the word family to get something not related to parents and children, but when you do, it becomes clear the term is appropriately applied to the group of people who turned up for our rally in front of Allegiant headquarters during the last day of our TWU Convention.

The TWU Local 556 Family was the first to arrive. Although we had no idea what to expect, we knew we had done our homework. We had t-shirts, we had signs, and we had buses: now we just needed people. When the buses started rolling in and the Delegates started pouring out with t-shirts on, signs held high and already chanting, we knew we had something big.

We were awe inspired by the willingness of people we had never met to come to the rally and stand with Local 577 to fight for our rights, our protection and our quality of life. There was a profound sense of Family; that an injury to one is an injury to all and you sure don't mess with Family.

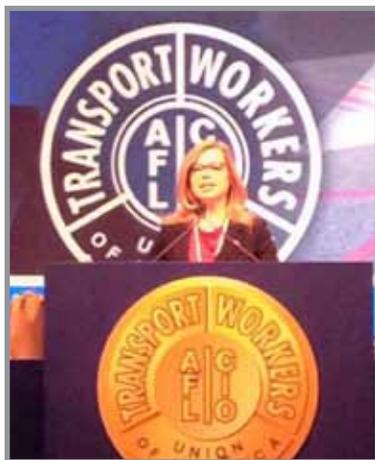


Even the Police showed support for Local 557!



Showing support of Local 577

Outpouring of support from the TWU International Convention



Allegiant Flight Attendant and TWU Local 577 Lead Negotiator Debra Petersen-Barber addressed the TWU 24th Constitutional Convention regarding the challenges they face in negotiations.

Days later, Allegiant Management used the term, "Union Thugs" in reference to the people supporting the picket line that day. We believe a more accurate statement would be that our Union Brothers and Sisters came out to show their support against the "Corporate Thugs" who threaten and intimidate our Workers everywhere on a regular and constant basis.

We wondered, why would Workers, fellow TWU Members, care so deeply and fight so hard for a cause that didn't directly affect them? **We are TWU Family**, that's one thing. The speeches at the Convention were inspiring, that's another. And perhaps it's a sense that we are all in this together, every craft, every class, and every Union Worker out there.

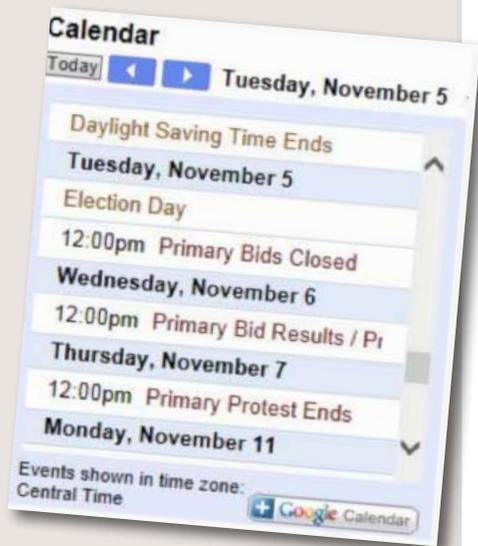
To understand that a victory at Allegiant will not only give the Flight Attendants of Local 577 the quality of life that they deserve, it will also inspire other Flight Attendant's and even other work groups from all over the world to take charge of their future.

Family ties are strong bonds not easily broken. Let's always remember what it means to be a Member of the TWU Family.

By: Kevin Barber, LAS Flight Attendant
Transport Workers Union of America, AFL-CIO
TWU Local 577 Advocate
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New TWU Local 556 Calendar

Visit the Local 556 Website to view the new calendar of important dates for our Flight Attendants. Members can even add these dates to their own personal calendars with the click of a button. www.twu556.org/calendar



The TWU Family

I have to admit, when I first started flying at Southwest Airlines and joined TWU Local 556, I really didn't understand the term "Union Brothers and Sisters." I paid my monthly dues, stayed informed via Unity Magazine and worked under the rules of the Contract. In 2009, my Union involvement changed when I ran for the Oakland Domicile Executive Board Member position and won. Being a Board Member not only changed my view of what it meant to be part of Local 556 but what it also meant to be part of the TWU International Family. This new Family was much larger than I could have ever imagined and I quickly learned that this TWU Family didn't always come from the same socio-economic background, share the same religious belief, have the same ethnic origin, nor back the same political party. What made us all Family however, was the same struggle we shared at work. This similar struggle was trying to maintain fair wages, maintain fair work rules, and feel respected in the jobs we were hired to do. Whether we were driving buses in New York City, dealing cards in Las Vegas, or serving peanuts at 39,000 feet, we were all part of the same Labor Movement in America.

To understand what it is to be part of the TWU Family and Labor movement, one would have to know about our founding father, Michael Quill. Quill helped unionize the transit workers in the early 1930's. He fought for fair work rules as well as spoke out against discrimination in the work place based on color, ethnicity, or job title and he set a great foundation for what the TWU Family is today. Not only does this Family band together in solidarity for labor issues, they are there when others are in a time of need. This is very apparent in the gestures that each Local performs not only for the communities they are in but for their TWU Brothers and Sisters. For instance, during Hurricane Sandy in New York last year, many TWU Locals sent clothes and food to their TWU Family members that lost their homes. The TWU Veterans Committee got together and collected donations from all the Locals to give to the wounded Veterans at the Walter Reed Medical Center in Maryland. After the Constitutional Convention in Las Vegas, Nevada, hundreds of our TWU Family Members marched with our newest Local, Allegiant Airlines Flight Attendants. They have been fighting to get a Contract for over two years.

This TWU Family stretches from coast to coast and border to border: we are represented in the rail, transit, air, and gaming divisions. The labor issues of the past that have helped conceive this diverse Family still remain today but in the form of new challenges. We are dealing with a shrinking work force, laws that slowly strip us of our rights, and non-unionized companies that do not offer their employees the benefits we have fought so hard to have. These challenges, however, help unite the TWU Family and not divide us. We may not gather for the holidays as other types of families do, we may not send each other birthday cards or even know each other's names; what makes us Family is our Family tree with roots stemming back to our founding father Michael Quill standing on a soap box fighting for workers rights. That same gene that Quill had is inside all of us. We are related as Union Brothers and Sisters in the TWU Family. This is the Family that I became a part of when I joined TWU Local 556. After all, "We STILL move America!"



Todd Gage

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Treasurer's Report



As I reported in the last issue of Unity, a one-time \$5.00 Special Assessment was approved in the 2nd Membership Meeting this year. This fee assisted in covering the cost of sending a full complement of Delegates to the 2013 International Convention held September 23 – September 27, 2013. This Assessment was deducted from your October 20, 2013 paycheck along with the \$5.00 Negotiations Special Assessment for a total of \$10.00. On your November 20, 2013 paycheck, the Negotiations Special Assessment of \$5.00 will continue monthly until a new Contract is ratified.

On September 3, 2013, Termination of Employment Notices were mailed to eighteen Flight Attendants who collectively owed \$16,600.63 in delinquent dues. As of this writing, \$12,928.66 has been recovered from those Members. One Member was terminated for Attendance Points and we will not be recovering her delinquent dues. On October 7, 2013 a second round of Termination Notices was mailed to fifteen Flight Attendants who owed \$5,217.27. As of this writing, \$2,660.14 of that balance has been collected. I am pleased that Flight Attendants are taking these notices seriously and paying their Union dues. If you have received an invoice, you have the ability to log onto the Website and pay

your dues by credit card. We would also be happy to take a credit card payment over the phone. We will continue mailing these notices until all Members are paid in full.

On September 30, the 2012-2013 Union's fiscal year came to a close and the Executive Board is now in the Budget Process. Every Committee's expenditures will be examined and ways to cut costs will be discussed. The Union's Leadership will need to spend less than we bring in, while ensuring we are providing appropriate services to you, the Membership, and save for "a rainy day". The Board will continue these discussions in November.

The holidays are quickly approaching and I wish each of you and your family a Happy Holiday Season.



John Parrott
Financial Secretary/
Treasurer
DAL Flight Attendant
treasurer@twu556.org or
214-640-4304

Baltimore

'Tis the Season. It is that time of year when we pull out the cold weather gear and boxes of decorations. Some might be thinking of what they will do for their holiday cards, what lists need to be made, and what their New Year's resolution might be made. No matter what your beliefs are, or what you choose to celebrate this is when family and friends come together.

Since I have been at Southwest my definition of family has changed and I am sure it has for many of you. I have had the privilege to see what a wide spectrum of family really means. Although there have been a lot of changes in our Company the one constant is that Inflight remains a Family. We have all been there for one another through the good times, the bad times, and through the losses that we have suffered in the past year.

Some of us will be working during the holidays and our Crew will become our Family with which we celebrate. Remember to take care of one another especially during this time of year. For some it can be a lonely time of year and they just might need that trip to the mall, to the movies, or a ride on the blue bus in LA (or now the trolley.) It has been, to say the least a crazy year, and it is important to realize that no matter what has happened, we need to move on: heal the wounds, and find a way to be one again. Don't forget the tools

that are available to you and your Crew to utilize- CISM and FADAP. These are Union based programs that are available 24 hours a day and completely confidential.

Please take a moment to read over our Local Agency Fee Policy (see page 18). It is important to be educated on Union Policies. If you have any questions, please call the Union office.

Toys for Tots will be showing up in the lounge and I hope that our base will open their hearts and their wallets. Please drop off your toys and if you do not feel like bringing in toys, please drop a check in my box made out to Toys for Tots.

Fly safe and here is to a great holiday season.



Stacey Vavakas
BWI Flight Attendant
and BWI DEBM
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or 214-640-4308

Chicago

Hello Chicago! As I sit here looking out the window watching the leaves fall from the maple tree in my backyard, it occurred to me that 2013 is quickly drawing to a close. The year has flown by and throughout the many changes in our Union and Company this year, as always you have all shown what you are made of as you shouldered each change and moved forward.

As I observed these changes and challenges over the last year, one thing became evident to me—we here at Southwest Airlines are truly a Family that bonds together when the going gets tough. Even though we may have our squabbles, when called upon each and every one of us seems to remember what is really important and set our differences aside to achieve goals that are beneficial to our work group.

As the holiday season fast approaches, I would like to remind you all how being on the road away from our families during this time can be very lonely. I ask each of you to be kind to one another during this time as you work together over the holidays – remember while on the road we only have each other to rely upon.

Speaking of the holidays – it is almost time for our annual Toys for Tots campaign in the Chicago Lounge. Very soon I will be placing the box for donations of toys for local children and I suspect that like every year, you will all overwhelm me with your generosity for the children.

Another deadline for this years end is to have your passport scanned at the Inflight Desk in the lounge before the end of December – the date is rapidly approaching.

Before I sign off, I would just like to give you all a little reminder about the PIN. With flu season upon us another thing to make note of are the blackout dates for the PIN; you can find them listed in your Contract on page 154. There are specific dates listed that the PIN is not valid so you must turn in a doctor's note for those dates.

Once again I would like to tell you all how grateful and honored I am to be allowed to represent all of you in Chicago as your Domicile Executive Board Member (DEBM). Not a day goes by that I do not realize how fortunate I am to be based here in Chicago with all of you. Over the years I have met many people who have touched me in ways too numerous to list, for that I thank you all.

Please fly safely and take care.



Donna Keith

MDW Flight Attendant
and MDW DEBM
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Dallas

The holidays are upon us and with that comes full planes. With full planes comes the jumpseat verses cabin seat dilemma. As you are aware Must Ride Deadheading Flight Attendants are contractually guaranteed a cabin seat. It is a personal choice to vacate your cabin seat and take the jumpseat to accommodate a paying passenger. **It is important to mention that if you are asked to sit fourth, PLEASE ask if someone already has the jumpseat.** Your decision could bump one of our commuting Flight Attendants, so take a minute and ask before you give up your cabin seat and take the jumpseat from another Flight Attendant.

Many, Flight Attendants have voiced that the Attendance Meetings and now the Phase Two Attendance Meetings have been a morale buster: yet, unfortunately they continue. Okay it is not discipline, but it is in your file! What we can do to help each other out is to stop writing others up and let's "build up"! Go to *SWAG>Recognition Center* and chose from Love Report, Kick Tail or Star of the Month and start submitting good reports for your Coworkers, it's a great way to support each other and show we have each other's back while placing a positive note in a person's file.

Scheduling phone...use it for your benefit. When you are given an assignment or instructions from Scheduling, repeat it back to them to make sure you have the information correct. Your conversation is recorded documentation in case there are any questions at a later time.

You are at your overnight city and have waited 30 minutes for the hotel van, it is now in your best interest to take a cab and you are contractually permitted to do so. Scheduling only has transportation information given from the hotel: our overnights are often short and your duty day will not be adjusted; obtain a receipt for reimbursement.

The holiday season is here in the spirit of giving, we have two opportunities to give: **The Marine Corps Toys For Tots** drive—let's make this year another great year for millions of children. And **Military Troops and our Veterans**. We all have an opportunity to give back to the fine men and women who put their lives on the line for Americans and serve our country each and every day, providing us with freedom. A donation box is placed in the lounge with a list of items that are needed.

On a heartfelt note, our dear Leslie Turney lost her mother. I thought you all might want to know this as Leslie has helped so many Flight Attendants over the years and her laughter is wonderful and contagious. Leslie is an office angel. Thank you for all you do.

Have a fantastic holiday and remember, "We make a living by what we get. We make a life by what we give."

— Winston Churchill



Karen Amos

DAL Flight Attendant
and DAL DEBM
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214-640-4309

Denver

Winter is fast approaching and in many areas around Colorado has already arrived. Please be mindful of weather and road conditions when travelling to and from the airport. Be safe and give yourself plenty of extra time to check in. If needed, you have one "free" MBL per quarter that will not count against you. If you find yourself facing a dangerous travel situation (i.e. snowstorm, flood, etc.) please contact Scheduling and notify them immediately. As always your safety is the number one priority.

October was Breast Cancer Awareness Month and I know many of you enjoyed being able to wear pink uniform accents to show support for this very worthy cause. Hopefully you were able to participate in a fundraising event during the month or at the very least were able to check out the literature provided on the Red Rack and in your mailboxes.

November is Men's Health Awareness Month and is more affectionately known as Movember. While a relatively new movement it has been gaining popularity and support over the past several years. The "mustache" phenomenon began in Melbourne, Australia in 2003. Last year over 1,125,000 Mo Bros and Mo Sistas participated in Movember activities. To date the movement has raised over \$147 million dollars to support men's health issues. For the guys one of the many ways to show your support is to start growing a mustache on Movember 1. I'll be having a little contest for the best 'stache in the Denver Base so if you haven't already started growing one now is the time. Also, on "Movember" 23 I'll be volunteering at the Mustache Dache 5k in downtown Denver. Feel free to sign up for the run or help volunteer. Please join TWU Local 556 in support of this important and creative movement. For more information please contact me or go to www.movember.com.

The 24th TWU International Convention was held in Las Vegas, NV on September 22-26, 2013. I would like to thank all of the Members who attended the TWU International Convention on behalf of TWU Local 556. The Delegates consisted of the Executive Board, sixteen Delegates, and three Alternates. Several of our Members also attended as guests. TWU Locals from around the country were in attendance, including our Brothers and Sisters from Local 555. During the Convention your Veterans Committee, with help from our Delegates, were able to help collect \$7,280 in contributions for Honor Flight of Southern Nevada. This money helped 35 WW II Veterans visit their Memorial in Washington DC in October—many thanks to all who made this trip possible. Overall the Convention was a huge success.

Finally, I would like to welcome our new Base Manager Cetta Larabee. She comes to Denver after serving as an Assistant Base Manager in Chicago. Please don't hesitate to stop in, introduce yourself and welcome her to Denver.



Chris Sullivan

DEN Flight Attendant
and DEN DEBM
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or 214-640-4356

Houston

The official groundbreaking ceremony for the Hobby International Terminal took place on September 30 and plans are now underway to grow our little airport in some major ways. While the groundbreaking ceremony featured SWA and political A-Listers, there were many Members that helped make this project possible that deserve a pat on the back. Line-flying Flight Attendants contributed by getting petitions signed, contacting city and state officials, and participating in rallies at City Council Meetings. United Airlines put up a good fight, but in the end, Southwest Airlines was successful in securing the ability to bring lower international fares to Houston, create an estimated 10,000 jobs in the area as well as increase projected travelers by 1.6 MILLION annually! Supervisors are currently contacting Flight Attendants who haven't scanned a passport into the About Me section of SWALife, as the deadline is fast approaching: December 31, 2013.

By the time this goes to print, there will be several community projects going on in our base. Our Local's annual collection of toys for the Marine Corps Reserves' Toys For Tots Campaign will be underway. Our Veteran's Committee will have a box collecting needed items for Wounded Warriors and their families at Brooke Army Medical Center in San Antonio and Inflight will be providing for a less-fortunate family in our area. Thank you in advance for contributing if you are able.

Our Unity Updates have gone electronic. Please make sure you have an email address on file at www.twu556.org for the latest E-Connections from your Base Reps, Unity Updates, and Negotiations Updates. On the Website you will also find the latest information from committees that cover Uniforms, Grievance and FMLA issues, Scheduling, etc. Want information? It's all there for the clicking! Feel free to contact me directly as well, if I can help with anything. Best wishes for a safe and happy holiday season.

In Unity,

Valerie Boy
Houston Domicile Executive Board Member
vboy@twu556.org



Valerie Boy

HOU Flight Attendant
and HOU DEBM
vboy@twu556.org or
214-640-4310

Las Vegas

As we enter this holiday season, I want to remind you all to keep in the holiday spirit by treating your fellow Crew Members with respect and good will. The holidays can be a magical beautiful time of year and it can also be a time of year when people get down on themselves: perhaps a time when people turn to drugs and alcohol. If you know of a Flight Attendant in need of help, please refer them to the Flight Attendant Drug and Alcohol Program (FADAP) the helpline number is 855-333-FADAP.

Toys for Tots drive is back and you can make a difference by donating a toy that will help millions of children's dreams come true. There is a toy box located in the lounge and your donation will be very much appreciated.

As the year winds down, we start looking forward to the New Year and to new adventures. Southwest has already started Near International flying and will be expanding those services. Please have your valid passport registered on SWALife by the deadline of December 31, 2013.

Contract Negotiations is in full force. If you need a Union pin please email me your employee number at las-debm@twu556.org and I will drop a pin in your mailbox. If you have any ideas or suggestions for the Negotiators please email them at negotiators@twu556.org.

Good news for the Flight Attendants who watched the -800 service procedures and cart service video—the Union and Southwest Management settled the group grievance and we will receive one (1) TFP for viewing the 15- minute video last summer. You should have seen this credit on your October 20 paycheck.

Finally thank you for all your hard work. I wish you the best in this upcoming holiday season and look forward to seeing you all on-line. If you have any problems, questions or concerns please call me at 702-439-6059



Shop Steward Kellee Farmer passing out cotton candy at our breast cancer lounge mobilization.

Oakland

In Oakland we are currently seeking remedy to the lack of security in our employee parking lots. As you know we have contractual language that states the Company will provide security in all parking areas designated as Flight Attendant parking. Back in February 2006, the Union filed grievance #3191 in an effort to compel the Company to adhere to Article 25.12 of our CBA. At that time the parking issue was complex, as there were a variety of issues that contributed to the Union withdrawing the grievance in 2009. Nevertheless, this last year, a year in which we all witnessed vehicle thefts, burglaries, and vandalism, we now must revisit this issue with the goal of finding a final solution.

So, in October the Union addressed our parking issue with Oakland Inflight Base Management and Senior Inflight leaders in Dallas and brought our issue forward to the Superintendent of Security at the Port of Oakland. We have been working closely with SWAPA's Security Committee, gathering police reports and statistics from the Alameda Sheriff's Department on the frequency of criminal activity in both locations in an effort to provide a comprehensive picture of the problem. Because there is power in numbers, we are reaching out to TWU Local 555, IAM, UNITE HERE, and other Labor groups on property to build a coalition around this issue. Lastly, we are exploring other parking options at offsite locations, which may be able to provide our Members with a greater level of security. All these efforts will take time, but we will keep the Oakland Membership updated on the progress.

Moving forward, please report all security related issues to Port of Oakland Land Side Operations at (510) 563-3361. The Alameda Sheriff's Department monitors this line and this is the quickest way to dispatch law enforcement to your location. Please take a moment put this number in your cellphone and report all suspicious activity.

Happy Holidays Oakland Peeps, be safe in the parking lots, on the aircraft, and on overnights. It is a pleasure and honor to work alongside you and to represent the best Flight Attendants in the industry.



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Matt Hettich

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Airline Angels

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

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

To share your experience, or if you know of an Airline Angel, please email name, employee number, contact information and a brief description of the service.

Please attach pictures (if available)
AirlineAngels@twu556.org

Orlando

Jimmy West was unable to submit a DEBM article for the Fall Unity Magazine. Feel free to Contact Jimmy with any questions or concerns.



Jimmy West

MCO Flight Attendant
 and MCO DEBM
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 214-640-4311

Phoenix

As the year draws to a close I wanted to make you aware of some parking changes that are tentatively scheduled to go into effect in September 2014. While I realize this is still many months away, several Flight Attendants have come up to me with questions/concerns about parking, so I thought I would share that with you in this article.

I recently met with Craig Grosskopf, who is the Assistant Parking Manager at the airport. Craig and I met for about a half hour and discussed the security situation in the 44th Street Lot, whether they are raising the rate, when we are moving out of the East Economy Garage and the ability to park in Terminal 4.

Craig told me that at the 44th Street lot, the airport currently provides lot and inside station patrols daily. The airport has what is known as Operations Assistants who patrol throughout the day and night. A private security firm provides guard patrols from 5-10 pm and then from 10pm-6am, a second security guard is added. The Phoenix Police Department also conducts patrols throughout the day and night. With all that being said, Craig wanted me to make sure that you are aware of the blue phone boxes that are placed throughout the lot and in each station. The purpose of these boxes is to be able to call for assistance if you need someone to walk you to and from your car, need a jump-start, etc. Craig said that the response time is approximately 5-10 minutes. While on the subject of the 44th Street Lot, Craig said that the plan to date is to have employee parkers relocate from the East Economy Garages by September 2014, when the 2nd phase of the 44th Street Employee Parking facility is tentatively scheduled to open. The second lot is located just west and across the street from the first lot and Employees will have the option to ride a shuttle or walk to the light rail station. If you are one of the lucky ones to be able to park in the first lot, you will not need to take a shuttle bus as Craig says that the furthest spot is only 1,000 feet from the light rail station.

As far as the rumor that the rate is going to be raised again, Craig said “there are no plans at this time to raise the parking rate.” Finally, in regards to parking in Terminal 4 (T4), I conveyed to Craig that Employees would be willing to pay as much as \$150/month for this convenience. It was also mentioned that our friends in Flight Ops have also pushed the city to consider this. Craig said he would take our request back to his superiors, but at this time there are no plans to do this. Craig also mentioned that should Employees want to park in T4 now, they have the opportunity to pay a discounted rate for daily parking in T4. If you currently are in the airport-parking program (i.e. park in East Economy or on top of Terminal 2) you can park in Terminal 4 and pay \$15/day as long as you present your Employee Parking Proximity Card, Employee ID, and the parking ticket you received when you entered the lot. In closing, I want to clarify that this \$15/day is in addition to what you currently have Southwest deduct from your check.



John DiPippa

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'Ohana

How far back in your childhood can you remember? Seven years old? Five? Three? What's your earliest memory? I can recall a time when I was about three and my sister was about one and a half. She had been walking for about four months already and the reason I remember that is because she was able to chase me up and down our hallway in the house. One day, I got this brilliant idea that she and I should find out how many crayons we could fit in our little hands. Toddlers with crayons, what could possibly go wrong? We were able to hold quite a few crayons in our tiny palms... and then, for some odd reason we started shrieking! The shrieking turned to dancing and shrieking...and then that turned into dancing, shrieking and coloring on the wall.

...And then my Mom walked in.

For most of us, the experiences we had as children centered on our family, whether it was our immediate family, or close friends that felt like family. The nurturing that we received as we grew-up, made up part of the mold that shaped us into becoming the adults that we are now. When we add all of our life experiences into the mix, we come up with a final product that is what got us the *ticket* into the most exclusive of groups – Southwest Airlines.

However, to simply call our workgroup a *group* is an inaccurate description of what we really are. We are a melting pot of people from all over the world that come from different cultural, traditional, religious, social and racial backgrounds. We bring and share experiences of living in lands that are far and away. For instance, did you know that some of our Flight Attendants come from places ravaged by civil war? Or, others that are from countries where racial integration is a new thing? Sort of puts things into perspective, right? We constantly learn from each other, and as we do this, we subconsciously open our minds and lengthen the horizons of our understanding of the world. As Flight Attendants, we quickly build rapport and relationships, and although this may seem baffling to outsiders, it is no less meaningful. It's a connection that can be best described, simply as... Family.

We are indeed a Family, an ever-growing Family of Flight Attendants that just like a traditional one has their ups and their downs. We achieve accolades and make mistakes. Yet somehow, human nature says that we should expect perfection from others. But we're not perfect! Do you expect perfection from your family at home? Of course not. Why would you expect it from your Southwest Family? It's no different... just different people. At times, like you, I have let emotion cloud my better judgment. Is that an excuse? No. One cannot use "human imperfection" as an excuse to behave inappropriately, life isn't that easy. We are adults, and we must hold ourselves accountable for what we say and do. Reciprocally, we would be all too naïve if, at times, we didn't expect a mistake from our family.

We constantly learn from each other, and as we do this, we subconsciously open our minds and lengthen the horizons of our understanding of the world.

Like any problem with family, we know that we have to talk about it, resolve it, and then move on – always remembering to learn from our mistakes.

Thankfully, the majority of the time we spend with our Southwest Family we don't really have to worry about too much drama because we work with the *best of the best*. I know some of you on the cynical side may think otherwise, but we are in fact the best, because from the moment we don that Southwest Airlines uniform, we immerse ourselves into a culture that is the legacy that those before us left behind - and we in turn become a member of that Family. It doesn't matter if you were hired in Ground Ops, Headquarters, AirTran, Provo, or were hired right into In-flight, we have become an integral part of Southwest Airlines. It's the People.

We are the cogs in the machine that let it fly – literally! Be proud of what you are, live the Golden Rule and cherish the Southwest Airlines 'Ohana (Family) that we are members of. Together we can overcome so much, and conversely... as a unified Family, very little will be able to overcome us. We are the Spirit of Southwest!

In Unity,



By: *Mario-Galileo Cendejas*
Oakland Flight Attendant

Industry Briefing

by Dan Akins
Aviation Economist

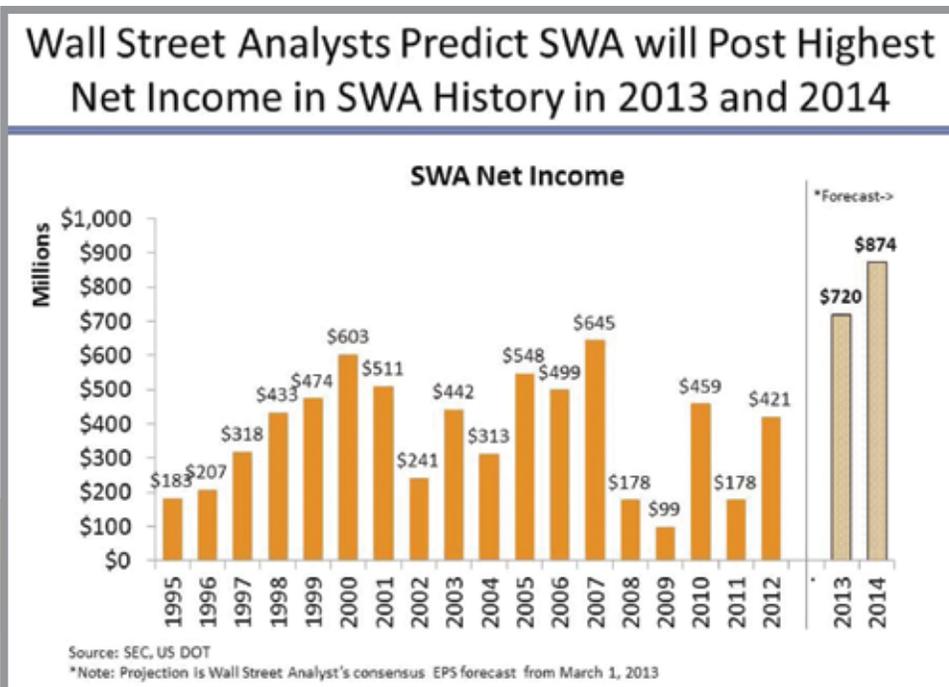
By nearly every measure Southwest Airlines is the most successful airline in history, earning more than \$12.7 billion in operating profits since deregulation. Today Southwest remains the largest domestic carrier despite recent mergers of our largest competitors. In addition, Southwest is larger than all other Low Cost Carriers (“LCCs”) combined and is forecast by Wall Street Analysts to post record profits this year and next. A large part of Southwest’s continuing success is the fact that SWA’s employees remain the most productive in the industry, allowing SWA to pay more and keeping unit labor costs competitive.

Recent consolidation resulting from the mergers of Delta and Northwest, United and Continental, SWA and AirTran, and the announced merger of American and US Airways, is producing a mature, highly concentrated U.S. airline industry. This consolidation means less fragmentation and fewer competitors that will provide more capacity discipline and increase pricing power,

which is predicted to result in record profits in the airline industry. Consolidation is also more clearly defining the “shelf-space” of U.S. airlines, as the three remaining legacy carriers American, Delta and United, are focused on attracting high-value customers with their massive global network operations, rather than directly competing with LCC’s like Southwest.

The restructuring of SWA’s largest competitors in bankruptcy five to ten years ago produced labor concessions that reduced labor costs. These labor cost reductions are rapidly becoming history, as legacy airline employees are currently recouping wage, work rule and benefit losses in their new contracts. Perhaps in recognition of these recent events, and despite being in bankruptcy, American Airlines has negotiated new labor agreements, which contain sharp increases in wage rates for its workers that result in pay scales that are higher than when they entered bankruptcy.

New labor agreements at restructured carriers have included overall pay rate increases ranging from 16% to nearly 80% above their previous concessionary wage rates, as these carriers are focusing on merger synergies and revenue upside to achieve business goals. These new labor contracts are rapidly increasing labor costs at SWA’s largest competitors. Yet it appears SWA inadvertently believes that past decreases in labor costs at restructured carriers will continue and eliminate the competitive advantage of SWA. As shown in these charts, this assertion is not true, and SWA is poised to post record profits this year.

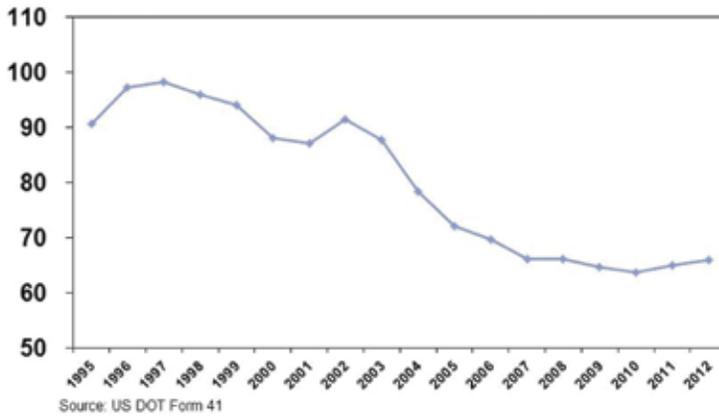


The above chart provides historical and projected SWA annual net income, from 1995 through forecasts for 2013 and 2014. As shown, SWA produced \$421 million in net income in 2012, and is currently forecast by Wall Street analysts to achieve record profit levels in 2013 and 2014.

Reprinted courtesy of our sister Local's Spring 2013 edition of The Voice of 555. Dan Akins has been 556's economist since 2001.

Southwest Employees per Aircraft 1995 - 2012

Total Employees per Aircraft in Service

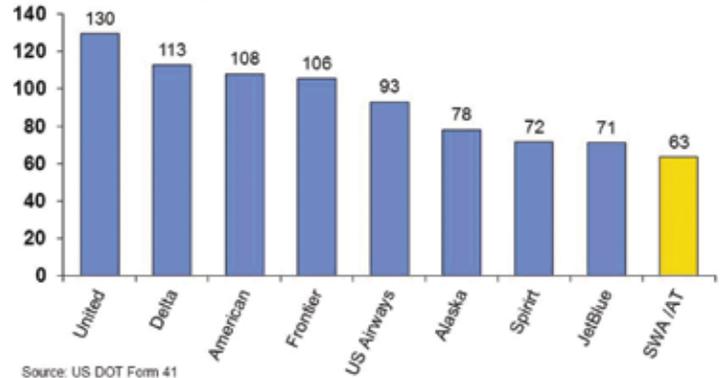


Historical trend of the average number of SWA employees per aircraft. This is an important measure of airline labor productivity and clearly shows SWA employee productivity has increased by 40% since the mid- 1990s, when SWA had approximately 100 employees per aircraft, to around 60 employees per aircraft today.

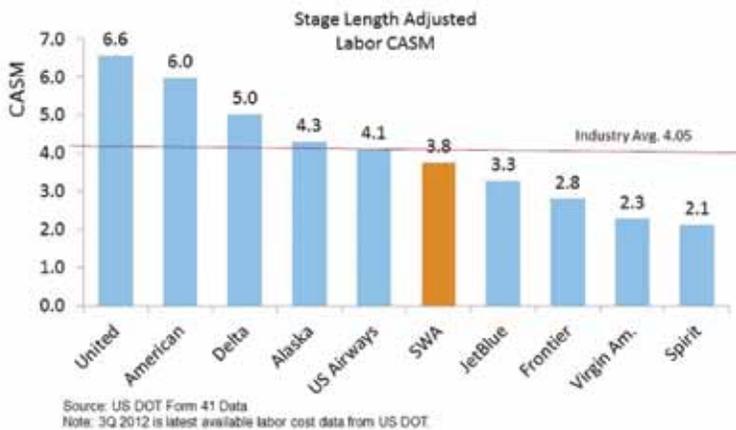
The chart below shows comparison of how SWA's current labor productivity stacks up against other carriers. As shown, SWA has the fewest number of employees per aircraft (63) in the industry, more productive than all other carriers, including LCC rivals JetBlue, Spirit and Frontier.

SWA Employees Remain the Most Productive Number of Employees per Airplane

Average Number of Employees per Aircraft - 2011



Airline Unit Labor Costs 3Q 2012

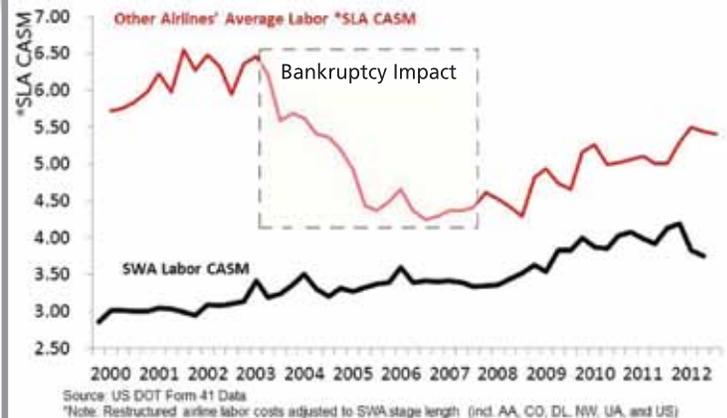


As a result of Southwest employee's industry leading productivity, SWA employees enjoy some of the highest wages in the airline industry, yet SWA labor costs remain below industry average. As shown in Slide 4, Southwest's unit labor cost cents per available seat mile (ASM) of 3.8 cents (a standard comparative measure of airline costs) is below industry average labor costs of 4.05 cents per ASM.

The chart below shows the trend in average labor unit costs over time, and focuses on comparing SWA's labor costs versus other carriers that have reduced labor costs through bankruptcy (DL '05, NW '05, UA '03, and US '01 & '03) or voluntarily out of court restructurings (AA '03 and CO '05). Notice the steep decline in the restructured carrier's labor unit costs (shown in red) following the initial restructurings in 2003, where average labor unit costs dropped from around 6.5 cents in 2002 to around 4.0 cents per ASM by 2005 (indicated by the period captured in the gray box). As the concessionary labor contracts began to expire five years later in 2008, there is a gradual increase in labor unit costs at the restructured carriers. Southwest labor unit costs are shown below as the black line and trend gradually upward during the period from about 3.0 cents per ASM to the current 3.8 cents per ASM. Over the past dozen years SWA labor costs never exceed or even approach the average labor costs of restructured carrier. As can be seen the gap is widening in 2012 as new, higher cost labor contracts are negotiated at restructured carriers.

Labor Unit Cost Trends

SWA vs. Restructured Airline Average 2000-2012



Agency Fee

Per the requirement to advise the Membership of objectors rights, the following pertains:

TRANSPORT WORKERS UNION OF AMERICA POLICY ON AGENCY FEE OBJECTIONS

TWU's Policy on Agency Fee Objections, as amended, is based upon decisions of the United States Supreme Court.

1. Employees who are members of TWU are eligible to engage in a broad range of activities by virtue of their membership. This includes, for example, the right to run for and vote in Union elections, to vote on ratification of collective bargaining agreements, and to attend and participate in Union meetings and activities that are pertinent to their employment. Employees represented by TWU can elect to be non-members, but if they do, they lose these and other rights and benefits that go along with membership in good standing in TWU.
2. A TWU-represented nonmember employee who is subject to a union security clause conditioning continued employment on the payment of dues or fees -- referred to as "agency fees" for nonmembers -- has the right to object to expenditures by TWU or the employee's Local Union that are not related to collective bargaining, contract administration, grievance adjustment or other expenditures that are considered "chargeable" to nonmember objectors. A nonmember objector's agency fees shall be calculated in accordance with this Policy.
3. To become an objector, a TWU-represented nonmember employee shall notify the International Secretary Treasurer in writing of her/his objection by mail postmarked during the month of January in the first year for which the employee elects to be an objector. The written notification shall be signed by the employees and include the objector's current home address and TWU Local Union number, if known. The nonmember objector shall also mail a copy of this notice to her/his Local Union. A nonmember employee who first becomes subject to a TWU union security clause after January in a particular year and who desires to be an objector must submit written signed notification to the International Secretary Treasurer, with copy to the employee's Local Union, including the objector's current home address and TWU Local Union number, if

known, within thirty (30) days after the employee has become subject to union security obligations and been provided notice of these procedures.

- a. A current TWU member who chooses to become an objector, must first resign from TWU membership before she/he can file an objection through these procedures. A member who resigns from membership during the course of the year shall have 30 days following resignation in which to elect to become an objector by utilizing the procedures set forth in paragraph 3 above.
 - b. A TWU-represented nonmember employee, who provides notice in accordance with the procedures set forth in paragraph 3 above, will be considered an objector for each subsequent calendar year after the first year for which the employee elected to be an objector, unless and until the employee notifies the International Secretary Treasurer in writing that she/he no longer desires to be an objector.
4. Expenditures in the following categories are among those chargeable to nonmember objectors.
 - a. Negotiation of agreements, practices and working conditions.
 - b. Administration of agreements, practices and working conditions, including grievance handling, all activities related to arbitration, and discussion with employees in the bargaining unit or employer representatives regarding working conditions, benefits and contract rights.
 - c. Conventions, Union business meetings, and other Union internal governance and related expenses.
 - d. Social activities.
 - e. Publications, to the extent related to chargeable activities.
 - f. Litigation before courts and administrative agencies related to contract administration, collective bargaining rights or other chargeable activities.
 - g. Legislative, executive branch and administrative agency activities on legislative or regulatory matters related to the negotiation or administration of contracts and working conditions.
 - h. Education and training of members, officers and staff intended to prepare the participants to better perform charge-

able activities or otherwise related to chargeable activities.

- i. Activities related to group cohesion and economic action of or by TWU represented employees, e.g., demonstrations, general strike activity, informational picketing.
 - j. Overhead and administration related to or reflective of TWU or TWU Local Union chargeable activities.
5. Expenditures in the following categories arguably are non-chargeable to nonmember objectors:
 - a. Community service and charitable contributions.
 - b. Affiliations with non-TWU organizations.
 - c. Support for political candidates.
 - d. Member-only benefits.
 - e. Lobbying to the extent not chargeable as per paragraph 4.g. above.
 - f. Publications, litigation and for overhead and administration to the extent related to arguably non-chargeable activities.
 - g. External recruitment of new members.
 6. The TWU Policy on Agency Fee Objections shall be reprinted in each December issue of the EXPRESS . The International shall also send a copy of this Policy to each nonmember who objected during that calendar year to inform such person of the right to elect to again object in a succeeding year. Any Local Union that is required by law to have an agency fee policy, but which has failed to adopt such a policy, shall be deemed to have adopted this "Policy on Agency Fee Objections" as its own, and such Locals shall be identified in the December issue of the EXPRESS.
 7. The International shall retain an independent auditor who shall submit an annual report verifying the breakdown of chargeable and arguably non-chargeable expenditures (the "Report"). Similarly, if a Local Union has determined to apply this Policy for its expenditures, the Local Union shall arrange for an independent audit of the breakdown of the Local's chargeable and arguably non-chargeable expenditures. Any Local Union which fails in a given year to conduct an independent audit of expenditures shall be deemed to have spent the same percentage of its expenditures

- on chargeable activities as the International expended as reflected in the auditor's Report. The Report(s) of the independent auditor(s) for the International and, where applicable, the Locals shall be completed promptly after the end of the fiscal year. The most recent Report of the International's expenditures shall be reprinted in the December issue of the EXPRESS. The Local Union shall provide to the nonmembers it represents a copy of the Report of the breakdown of the Local Union's expenditures.
8. The fees paid by nonmember objectors shall be handled as follows:
 - a. Nonmember objectors who pay fees directly and not by checkoff shall pay an amount equal to the full amount of agency fees reduced by the percentage of agency fees ascribed by the audit Report(s) (described in paragraph 7 above) to arguably non-chargeable activities (the latter amount referred to hereafter as the "non-chargeable amount"). An amount equal to 50% of the non-chargeable amount shall be placed in an interest bearing escrow account.
 - b. With regard to nonmember objectors who pay agency fees by checkoff, promptly following receipt of the checked-off fees, the non-chargeable amount, both for the International and the Local that is utilizing this Agency Fee Objection Policy, plus an additional 50% of that amount, shall be placed in an interest bearing escrow account. Promptly following each calendar quarter, the non-chargeable amount for the preceding calendar quarter, plus the interest accrued thereon, shall be paid to each such nonmember Objector.
 - c. The International shall bill each Local for the monies return to objectors from escrow in connection with the Local's arguably non-chargeable expenditures.
 9. A nonmember objector may challenge the last audited breakdown of chargeable and arguably non-chargeable expenditures contained in the independent accountants' Report(s) by filing a challenge with the International Secretary-Treasurer, together with notice to the employee's Local Union, postmarked no later than thirty (30) days after mailing of the December issue of the EXPRESS that includes the Report(s).
 - a. All such timely challenges shall be referred to an impartial arbitrator appointed by the American Arbitration Association ("AAA") under its rules for impartial determination of Union fees. TWU will request that the AAA appoint an arbitrator to promptly consider and make a determination regarding the challenges in a single consolidated hearing to take place in Washington, D.C.. TWU will provide the AAA with the names and addresses of the non-member objectors who have filed timely challenges.
 - b. Challengers, the International and, if a participant, the Local Union(s) shall each bear its/their own costs related to the arbitration. The challengers shall have the option of paying a pro rata portion of the arbitrator's fees and expenses; if they decline that option, the Union parties to the proceeding will pay the full fees and expenses of the arbitrator and not just their pro rata portion of such fees and expenses.
 - c. Challengers may, at their expense, be represented by counsel or other representative of choice. Challengers need not appear at the hearing for their challenges to be considered. Challengers who elect not to appear at the hearing may file written statements with the arbitrator, provided they do so by no later than the beginning of the hearing before the arbitrator. Challengers who appear but elect not to present evidence or otherwise participate in the hearing may also submit written statements at or before the beginning of the hearing.
 - d. Fourteen (14) days prior to the start of the arbitration, challengers shall be provided with copies of all exhibits or a list of all such exhibits that a Union party then intends to introduce at the arbitration and a list of all witnesses the Union party then intends to call, except for exhibits and witnesses the Union party may introduce for rebuttal. If copies of exhibits have not otherwise been provided, a challenger may request that the Union forward a copy to the requesting challenger(s) during this 14-day pre-hearing period. Copies of all exhibits shall also be available for review by challengers at the hearing.
 - e. A court reporter shall make a transcript of all proceedings before the arbitrator. This transcript shall be the only official record of the proceedings and may be purchased by the challengers. The parties shall be informed when the transcript is available for purchase and/or review. If challengers do not purchase a copy of the transcript, a copy shall be available for purposes of inspection by them at the Union party's/parties' headquarters during normal business hours.
 - f. The arbitrator may determine all procedural matters affecting the arbitration consistent with the dual objectives of providing for an informed and an expeditious arbitration.
 - g. Each party to the arbitration shall have the right to file a post-hearing statement by no later than fifteen (15) days after the parties have been provided notice that the transcript has been completed and is available for purchase or review. Neither challengers nor Union parties may include or refer in the post-hearing statements to any evidence that was not previously introduced and accepted by the arbitrator during the arbitration proceeding.
 - h. The arbitrator, taking account of the record presented, shall issue a decision on the challenges to the validity of the auditor's Report of the "chargeable" percentage of Union expenditures. The arbitrator's decision shall be issued within forty-five (45) days after the final date for submission of post-hearing statements or within such other reasonable period as is consistent with the AAA rules and the requirements of law. The decision of the arbitrator shall be final and binding.
 - i. Upon receipt of the arbitrator's award, the escrowed funds, as referenced above, shall be distributed in accordance with the arbitrator's decision, with the remaining balance, if any, after any required payments to challengers, returned to the International's or Local Union's general funds.
 10. The provisions of this Policy on Agency Fee Objections shall be considered legally separable. Should any provision or portion thereof be held contrary to law by a court or tribunal of competent jurisdiction, the remaining provisions or portions thereof shall continue to be legally effective and binding.

FAA/OSHA Policy on Occupational Safety and Health Standards for Aircraft Cabin Crew Members

By: Michael Massoni,

On August 23, 2013 the U.S. Department of Transportation's Federal Aviation Administration (FAA), working with the U.S. Department of Labor's Occupational Safety and Health Administration (OSHA), issued a final policy for improved workplace health and safety for aircraft cabin Crew Members. The cooperative agreement between FAA and OSHA will provide several of the safety and health standards that exist for other workers throughout America.

This was a huge victory for our Union and the Flight Attendant community as a whole, for without the diligent work of many TWU Local 556 Officers, Safety Team Members, and in cooperation with the Coalition of Flight Attendants, this milestone would not have been possible. For the past two decades our Union has put OSHA protections front-and-center in our quest to provide you with the safest possible work environment. We made this issue a centerpiece in our lobbying efforts to Congress and the regulators alike and it has finally paid off.

TWU Local 556 is a Member of the Coalition of Flight Attendant Unions to which each of the Member Unions played a significant role in achieving these long awaited protections – no one Union could have achieved this and it is instead, through the spirit of the cooperative that the Coalition realized its true power in this victory. Special thanks must also go out to the Obama administration, Secretary of Labor Thomas Perez, FAA Administrator Michael Huerta and Dr. David Michaels, Assistant Secretary of Labor for Occupational Safety and Health for supporting and coordinating the cooperative synergize that helped make this possible.

Through the FAA Modernization and Reform Act of 2012, Congress required the FAA to develop a policy statement to outline the circumstances in which OSHA requirements could apply to Crew Members while they are working onboard aircraft. Today's final policy statement is a product of years of Union and AFL-

CIO advocacy for inclusion of Flight Attendant safety and health protections, a year 2000 Clinton administration memorandum of understanding between the FAA and OSHA, later shelved during the Bush administration, preceded the final policy before you today.

The FAA/OSHA policy outlines three specific OSHA Standards that will apply to Flight Attendants' work environment – these standards can be found in their entirety at www.osha.gov. They, along with a brief overview are as follows:

Hazard Communications or (HAZCOM)

The Hazard Communication Standard (HCS) will provide a common and coherent approach to classifying chemicals and communicating hazard information on labels and safety data sheets. Once implemented, the revised standard will improve the quality and consistency of hazard information in the workplace, making it safer for workers by providing easily understandable information on appropriate handling and safe use of haz-

ardous chemicals Crew Members might encounter within their workplace.

Blood Borne Pathogens

The standard's requirements state what employers must do to protect workers who are occupationally exposed to blood or other potentially infectious materials (OPIM), as defined in the standard. That is, the standard protects workers who can reasonably be anticipated to come into contact with blood or OPIM as a result of doing their job duties.

In general, the standard requires employers to:

- Establish an exposure control plan
- Employer must update the plan annually
- Implement the use of universal precautions
- Identify and use engineering controls
- Identify and ensure the use of work practice controls
- Provide personal protective equipment (PPE), such as gloves, gowns, eye protection, and masks
- Make available hepatitis B vaccinations to all workers with occupational exposure risk
- Make available post-exposure evaluation and follow-up to any occupationally exposed worker who experiences an exposure incident

Hearing Conservation

The employer shall administer a continuing, effective hearing conservation program, whenever employee noise exposures equal or exceed an 8-hour time-weighted average sound level (TWA) of 85 decibels measured on the A scale (slow response) or, equivalently, a dose of 50%. For purposes of the hearing conservation program, employee noise exposures shall be computed without

CONTINUED ON PAGE 22

How the Contract Language Applies to Near International Flying

By: Denny Sebesta

Time has flown by and 2014 is just around the corner. With the New Year, we will likely see more AirTran routes, including International destinations, integrate to the Southwest brand and, as Gary Kelly has said, the potential for Hawaii is in our future.

We thought this would be a good opportunity to recap some areas in the Contract you may not have experienced yet with the Near International language in Side Letter 10 – Near International and Overwater Flying. One of the first things you should know is that the Customs and Border Protection govern what items may be allowed or prohibited when entering or exiting through Customs. Before heading to any International location, it is a good idea to visit the government website at www.cbp.gov for specific information. This article is intended to show you how the language currently applies to phone access, check-in/report times, duty day/duty period, crew rest, trip trading and various areas of compensation.

Phone Access – The Company will provide a toll free number to contact Scheduling. If you wish to call family or friends via your cell phone, an international plan may be necessary so be sure and check with your service provider. Web based or social networks may be another way to communicate. WE SHOULD MENTION THE “VIBER” APP– IT ALLOWS FREE PHONE CALLS AND TEXT

Check-in/Report to Aircraft - There are two types of check-in and report to aircraft times that will apply for a flight, whether it's in domicile or on an overnight. 1) If your first flight of the day includes a city that may require governmental entry/exit (Passport or Visa), this is called a Regulatory Requirement (RR) Flight. 2) A check-in that does not require this type of entry/exit into a city is what we will refer to as a standard flight, even though you are checking in for a Near International flight, for example San Juan.

Regulatory Requirement Flight

- Check-in from domicile is 1 hour prior to departure.
- Check-in from overnight is 45 minutes prior to departure.
- In both cases, you must report to the aircraft 45 minutes prior to departure.

Standard Flight

- Check-in from domicile is 1 hour prior to departure.
- Check-in from overnight is 30 minutes prior to departure.
- In both cases, you must report to the aircraft 30 minutes prior to departure.

Duty Day/Crew Rest (End of Duty Day) – Your duty day “end time” is slightly different depending on whether you are required to clear Customs or not. This is the time your crew rest begins, which is important for calculating your contractual and FAR legalities.

Required to clear Customs on overnight – Duty day ends 15 minutes after block arrival at the outstation.



Standard end of duty day on overnight - Duty day ends at block arrival at the outstation.

Red Eye – Maximum duty period you may be schedule/rescheduled to work is 10 hours; however, you may be scheduled/rescheduled to deadhead to an overnight or to a domicile after completion of Red-eye flight. You can never be rescheduled over 12:30 hours for any flight.

Trip Trade with Open Time & Jetway Trades – You will need to pay attention to the check-in/report times for both types of trades since they have the potential to begin with a Red-Eye flight and/or a Regulatory Requirement flight.

- **Trip Trade** – Any pairing that begins with a flight that checks-in “prior” to 0300 Local time, will be considered a trade in the previous calendar day. Example, Nov 12 check-in 0100 Local time, must be traded by 0300 Local time on the previous day, Nov 11. Any pairing that checks-in “after” 0259 Local time will be considered a trade for the current calendar day.

- **Jetway Trades** – If your trade begins with a Regulatory Requirement (RR) flight, you must allow at least one-hour and fifteen minutes (1:15) for the trade to be processed. Current government regulations require a minimum processing time for the crew manifest to be transmitted to a destination. Both Flight Attendants must be present at the gate/jetway when contacting Scheduling to process the jetway trade.

Passports – You will be required to carry a valid passport every time you report for

duty (pairing or Reserve assignment). There are several contractual provisions outlined in the Contract for different situations such as a lost, stolen, expired passport and reporting procedures. It's very important to become familiar with this contractual language as it may affect your eligibility to bid and/or fly a Near International pairing(s).

Compensation – There are many different variables in compensation that include how the day or duty is applied to RIG's, Holiday pay, Per Diem, Red Eye pay, Senior (A) pay, and Language of Destination (LODO).

- RIGs – ADG (Average Daily Guarantee 6.5TFP) will be calculated based on the “domicile day” definition of 0300 to 0259 Local time for multi-day pairings. The “duty period” (not defined by 24 hour clock) will be used for a single day pairing, for example, check-in at 2200 Local time and end of debrief in domicile 0600 Local time.
- Holiday Pay – You may encounter a long layover in a multi-day pairing that encompasses a designated holiday and not fly on the actual holiday. In this situation, your holiday premium pay (double time) would be calculated on the first “duty period” following the holiday.
- Per Diem – No overnight is required to receive the Near International per diem rate of \$2.65. It will begin at the report time (domicile or outstation) of the “first” duty period that contains a flight(s) into/out of a Near International destination and continues at that rate until the termination of the pairing.
- Red-Eye Pay – Any flight originally scheduled to operate between 0200 and 0400 Local time (departure or arrival city) will be compensated at \$1.00 per TFP for all Flight Attendants working the flight. There is an additional Red-Eye premium pay (REP) of 15% calculated on the straight time Red-Eye flight flown; however, this will only be paid when the RIGs on the daily guarantee (DPM, DHR) and pairing guarantee (ADG, THR) have been exceeded. Red-Eye premium pay (REP) will not be paid for non-fly events except for FAR illegality pulls.
- Senior (A) Pay – Any Flight Attendant working (deadhead excluded) a Regulatory Requirements flight (RR), will be compensated an additional \$1.00 per TFP.
- Language of Destination Pay – Any Flight Attendant who is qualified by the Company to be a LODO speaker and works (deadhead excluded) a language of destination/origin LODO flight will be compensated \$2.00 per TFP.

We encourage you to become familiar with Side Letter 10, which has a question and answer section attached for further reference. For quick and easy access to a complete copy of our Contract, visit www.twu556.org and download a digital copy to your computer or phone.



By: *Denny Sebesta,*
DAL Flight Attendant
Prior Negotiating Team Member

regard to any attenuation provided by the use of personal protective equipment. When information indicates that any employee's exposure may equal or exceed an 8-hour time-weighted average of 85 decibels, the employer shall develop and implement a monitoring program. This monitoring program shall be provided at no cost to employees.

The FAA/OSHA Policy became effective 30 days after publication in the federal register (on or after 09/23/13). During phase-in, OSHA will not conduct enforcement activities in the first six months after the policy's effective date and prior to beginning enforcement of these three standards, OSHA will engage in outreach and compliance assistance activities [with stake holders (FAA, carriers and affected workers and/or their representatives)].

So what changes will our Members see? Obviously, not much for about six months or so with the exception of noise level testing on all 737 variants within our fleet (Refer to RBF2013-126)...after that we would think that a mechanism would be put in place or referenced to report perceived violations, education from the Company on the FAA/OSHA policy and its standards, as well as, implementation of a hearing conservation program, improved communications/training on hazards in the work place (HAZCOM) and increased emphasis on Blood Borne Pathogen awareness/protections/reporting in RT including access to Hepatitis B inoculations.

In the mean time please continue to monitor www.twu556.org for the latest information on OSHA protections as we move forward with these new safety standards within our workplace that will bring an even higher standard of safety to our already “safe” work environment.



By: *Michael Massoni*
PHX Flight Attendant
Operational Safety
Chair
mmassoni@twu556.org

Transport Workers Union 24th Constitutional Convention

The Chairperson of the Transport Workers Union 24th Constitutional Convention, Harry Lombardo, welcomed over 350 Delegates and 55 alternates from across the country representing TWU's four divisions as they convened at

the Mirage Hotel in Las Vegas, Nevada from September 23-27 to set the next path for TWU. Local 556 was represented by 34 delegates (sixteen Executive Board Members and nineteen elected Delegates) and three alternate Delegates.

Harry Lombardo



Local 556 President, Audrey Stone



back row (L to R) Michael Massoni and Allyson Parker-Lauck. Front row is (L to R) Thom Jolly, Carolee Weatherbee Burnett and Jessica Parker.



TWU International Officers and the elected Delegates representing the TWU Air Transport Division.

John DiPippa



Addie Crisp and Latonia Paul Benoit

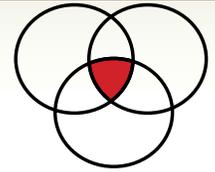


(L to R) Sam Wilkins, Reese Alexander and Jessica Parker



Corliss King

Feeling Disconnected



by: Rachel Bleier
MDW Flight Attendant

It is day two of a three-day trip and I receive the phone call that tugs away at my heart—our four-year-old daughter has a raging fever and has to stay home from school. Fortunately, my husband owns his business and has the flexibility to stay home with her, but still, it's mama she wants and she's inconsolable. She is sobbing for me to come home, pleading really, but I'm a few thousand miles away and so my heart breaks. I feel like I've abandoned her and I'm failing as a parent.

Leaving home for a trip is often difficult as we regularly leave someone behind, be it a spouse, a child (human or furry), aging or ill parents, or someone just really special. Each week we pack up our flight gear, fill our food bags, and make the trek to the airport leaving behind the warmth of our beds and the comforts of our homes. And we are gone for several days at a time. It's the job we signed up for; yet, there are times—some worse than others—that it just plain hurts.

The holiday season can be a particularly difficult time. In addition to full flights, weather delays, or reroutes, spending a holiday alone in an unfamiliar hotel room is often a glaring reminder of what we are missing at home. Many of us have yet to go trick-or-treating with our kids, spend Thanksgiving with our families, or wake up Christmas morning with our loved ones. As a result, we may find ourselves feeling a range of emotions: sadness, frustration, loneliness, anger, guilt, or even helplessness is all quite normal. Simply, we experience stress.

And since nobody likes stress, we subconsciously find creative and not so healthy ways of dealing with it. We may try to ignore our emotions by telling ourselves that we "shouldn't" feel a certain way. Or we try to bury emotions with drugs or alcohol, denying their existence. We may even turn to food for comfort and overindulge. Despite our best efforts at denial, stress has a way of finding an outlet: so we begin to notice that our sleep is disrupted, we may become more irritable, or we may find it difficult to show up to work and perform our jobs. It becomes a vicious cycle that is, unfortunately, all too common.

Our job as a Flight Attendant offers the unique stress of having to leave our homes, our friends, our families, and our comforts. It's a stress that is experienced by few other people in different professions, and one that is compounded by the isolation and loss of control that can be felt during the holidays. Becoming aware of the stress we are experiencing and seeking healthy stress management techniques allows us to

cope in ways that are helpful and healing.

So let's make a commitment to each other, particularly this holiday season, to seek out healthy ways for dealing with our stress. Acknowledge that being away from home and loved ones can, well frankly, stink. Spend 30 minutes on the treadmill, or some other form of exercise. Get some fresh air and sunlight, or choose a healthy meal. Perhaps finding a routine for establishing contact with loved ones can help us to feel more connected. Drink water and get plenty of rest. And importantly, reach out to supportive people.

In addition, our experienced stress toward leaving is often matched by our loved ones' stress of being left behind. Finding ways to help them cope with your absence might not only give them a sense of control, but also a change in perspective. Create new traditions, such as

celebrating holidays early or allow them to open one present for each day you're gone, to highlight the unique and special timing of your family's celebrations. Perhaps find creative ways of making your absence playful by posting your schedule on the fridge and have your child use pushpins to

mark on a map the state you're in.

Our Flight Attendant Family can be a fantastic resource since we best know the job and the associated stress of leaving home. The CISM Team is made up of Flight Attendants who understand that stress, and can offer support.

Our job as Flight Attendant offers the unique stress of having to leave our homes, our friends, our families, and our comforts.



Rachel Bleier is a 12-year Flight Attendant for Southwest Airlines. She holds a doctorate in psychology and earned her degrees while remaining an active employee. She is a member of the CISM Team and feels honored to serve her Southwest Family. Her joys are spending time with her husband, Mike, and daughter Siena.

HOT TOPICS

FMLA :

The Burning of FMLA hours has been a very hot topic. A grievance was filed and the Union has worked diligently with Management to resolve this issue. We are very excited that, just prior to this printing, an agreement was reached between the Union and the Company. For more information read *The Settlement Letter* on page 4 and on page 5 *FMLA "Burn" Will No Longer Burn You*.

PASSPORTS:

The deadline to have your passport submission completed is December 31, 2013. We have had concerns brought to our attention regarding problems with passport applications being denied. According to the U.S. Department of State, your passport application will be denied if you owe a child support arrearage in excess of \$2,500 or if you owe money to the Government for a loan provided to you for emergency assistance. If you are experiencing the denial of a passport application please contact your Union for assistance.

NEW GROUP GRIEVANCE REGARDING CWA ALLOWING ILLEGAL PICK-UPS DURING A VACATION BAR:

There is a technical issue that allows Flight Attendants to pick up illegal trips during their vacation bar. CWA is currently failing to check for legalities due to what Management believes to be a glitch with the vacation bar. Flight Attendants rely on the legality check system to be trustworthy and in full working order. The Flight Attendants are harmed because Management is pulling the trips without pay, leaving the Flight Attendant limited time to replace the trip. Please be aware of this issue and contact the Union if you have any questions.

SECOND ROUND ATTENDANCE MEETINGS:

Management has started Phase Two of Attendance Meetings. These meetings are being scheduled as follow up from previous Attendance Meetings regarding absenteeism. If Management determines that a Flight Attendant has not made improvements or corrections since the first Attendance Meeting, they WILL schedule a second round meeting. During this meeting, Management is providing an Americans with Disabilities Act (ADA) Accommodations Form and is advising Flight Attendants that they may seek a reasonable accommodation from the ADA Team. Please be aware that the ADA Accommo-

datations Form is submitted directly to the ADA TEAM at the Southwest Airlines People Department to be assessed for possible approval and copied to the Department Manager of Employee Recourses and placed in your employee medical file. Please make a very educated decision before filling out and this form. If you have any questions please contact your Union and visit the ADA Website at www.ada.gov. This Website provides telephone numbers for ADA information as well as information about the law's requirements. Below is a list of telephone numbers of Federal agencies that can assist you in providing information about the Americans with Disabilities Act.

Please make a very educated decision before filling out and the ADA Accommodations Form.

Telephone Numbers for ADA Information

For ADA publications and questions you may call the following:

800-514-0301 (voice)
800-514-0383 (TTY)

For Information regarding U.S. Equal Employment Opportunity Commission call the following:

For publications
800-669-3362 (voice)
800-800-3302 (TTY)

For questions
800-669-4000 (voice)
800-669-6820 (TTY)



Becky Parker

Grievance Committee
Chairperson
bparker@twu556.org
214-640-4321

Uniform Committee

I am Crystal Reven and I am a twelve-year Houston based Flight Attendant, Shop Steward and your current Uniform Chairperson. I have served as the Uniform Chair collectively for almost four years and I am pleased to be working alongside Phoenix Flight Attendant and Shop Steward, Mark Savage. In January, Mark will be marking his 20th year with Southwest Airlines, as a Flight Attendant and has spent the past sixteen years as an advocate for Flight Attendants at Southwest as a Shop Steward. Mark and I hope to accurately and effectively represent both the male and female Members. Together we will work to ensure that every Member's needs are being met and wants are being conveyed.

There have been a few changes as of late in regards to Uniforms. First, the women now have another white short-sleeve shirt option and we hope this option will be more universally female figure flattering and wrinkle less. Secondly, the women's dress slacks may now come with belt loops and must be worn with a belt. Lastly, during the month of October, **all** Members were allowed to wear pink in observance of Breast Cancer Awareness month. Men were allowed to wear a pink tie and women were allowed to wear a pink scarf. Note that **all** Members were allowed to wear pink ribbons and pins on their aprons, representing those affected by Breast Cancer.

Our Uniform Steering Committee Meeting was held in Dallas on October 15, 2013. It is our hope that we will have an all-new Uniform in the next couple years. As you can imagine, changing a uniform takes a lot of time and money. A decision like this involves many departments within our Company and is not an overnight decision or process. At this time, there are no immediate plans to add any *new* pieces to our current uniform line; however things do change based on immediate needs.

I want to remind the dress wearers that if you alter your dress, there are specific set guidelines for alterations. Adding to that, please adhere to the current set guidelines for footwear when wearing the dress. Not doing so can result in discipline for not being in uniform compliance.

For up to date information on Uniforms, please visit the Union Uniform Page under the **COMMITTEES>Workplace Tools>Uniform tab** on the TWU556 Website. Additionally, you can find helpful day to day "Can we wear this" information on **SWALIFE>Inflight>Resources>Uniforms>Uniform & Appearance Standards Guide**.

Mark and I are only an email or phone call away, so reach out to us at any of the following portals:

Uniform phone: 214-640-4380; uniforms@twu556.org

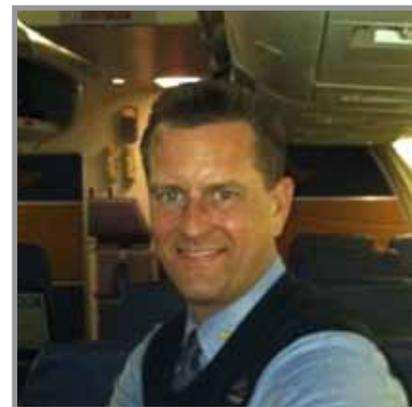
Crystal Reven #64032 - creven@twu556.org

Mark Savage #25970 - msavage@twu556.org

On behalf of Mark and myself, thank you for allowing us to serve as your Uniform Chairpersons and look forward to working with you on bettering our Uniform for all Members.



Crystal Rains-Reven
TWU556 Uniform Chairperson



Mark Savage
TWU556 Uniform Co-Chairperson

Occfitsolutions offers high quality medical compression socks for men and women's compression socks and hosiery. We spend a major part of our day on our feet, be it walking the aisles and "bag dragging" to and from our hotels. These support hose squeeze the leg, mainly at the ankle and then decreasing up the calf, so that there is a graduated level of pressure is exerted on the veins. The blood is thus pushed in the right direction, towards the heart. This helps with blood flow and aching in one's legs. These items are also covered by our insurance. You can obtain an order form by going to their webpage at www.occfitsolutions.com Your doctor must sign the form. They are in network. If you have questions for Occfitsolutions call them at 800-915-1814.

Grievance Update

By: Lyn Montgomery

The Grievance Team has been hard at work for the Flight Attendants at Southwest Airlines. Since the last Grievance Update, Local 556 has settled 38 cases in the Union's favor! This is an astounding number in a three-month period showing the results of good teamwork and dedication. Contract violations solved included payroll discrepancies, uniform issues, training pay, trip trade denials, pay during Company investigations, re-schedule violations, denied must ride after a sick call and moving expenses not paid by the Company. Eight terminations were reversed. The violations that the Flight Attendants were accused of included alleged dishonesty, sleeping or appearing to sleep, fighting and not being within two hours driving distance during reserve contact hours. Other disciplinary victories included the removal of No Shows and FTR's, the retraction of verbal warnings, the eradication of suspensions and the destruction of discipline letters.

Among the grievances settled is one that may bring you a little extra cash on your October 20, 2013 paycheck!

Last summer, Management required Flight Attendants to perform an online training through the INFLIGHT RECURRENT TRAINING portal; however Management did not compensate Flight Attendants for their time. In a best-case scenario, this training took about fifteen minutes to perform. The case was scheduled for arbitration on October 21 and 22, 2013. Management finally agreed to pay Flight Attendants 1.0 TFP for completing the interactive training. For those of you who took this training you should see one TFP credited under the pay category TRAINING on your October 20 paycheck. This grievance has resulted in additional monies of approximately

\$350,000 to the Flight Attendant work group.

FMLA Grievance Settled! No more Burn!

In March of 2013, the FMLA was amended and the Flight Crew Technical Corrections Act was added. This Act was intended to speak specifically to a Crew Members unique schedule. Management claimed that the Act permitted them to allocate scheduled off days when applying intermittent FMLA. At times, Management designated up to six days of leave during days the Flight Attendant was not scheduled to work. Due to this erroneous application, Flight Attendants were denied FMLA leave. The good news is that Management has now finally agreed with the Union's initial interpretation of the new regulations. What does this mean for you? For intermittent leave you will now get seventy-two days of leave. Before March 8, 2013, you only received forty-eight. Management will only burn day for day during an intermittent FMLA leave. Scheduled off days will not be counted in intermittent leaves, unless you are on continuous leave. Continuous leaves will be valued at the rate of six days per week as is mandated in the regulations. Please see the related article on FMLA on page 5. All FMLA availability and utilization will be reevaluated by Management for all affected Flight Attendants. This has been a long and difficult battle and one in which I take great pleasure in reporting to you as settled.

Strategy to Settle

During the last year and half, the Grievance Chairs have had a strong focus on getting solutions to the oldest cases. Many Unions have stale grievances on the books taking decades or longer to solve. At 556 however, grievances do not get that kind of time to

build up dust as we are working to solve them. Cases that may remain active for long periods of time remain that way for different reasons. Although each situation is unique, often times grievances may remain unresolved due to the fact that there may not be Contract language to clarify the issue and/or the parties cannot agree on language. The Contract may be silent, or there is not language to handle the exact situation. Often times, it may not be until a new Contract is negotiated that a resolution can be found. Filing the grievance and keeping it active informs Management that we disagree with what is happening. These types of cases can be risky to take to arbitration since we would be chained to the decision made by the Arbitrator. His or her award may be displeasing to both parties; therefore it is better to reach a mutually beneficial settlement through settlement talks or negotiations. This takes patience and perseverance. It is most important to maintain the quality of life issues that are important to all of us rather than rush to get answers.

The dream of this team is to solve grievances in "real time" meaning that we can find issues to the problems of today, rather than the problems of yesterday. In an aggressive attempt to accomplish this, the Union has slated a special Grievance Summit to be held on November 4 and 5. This Summit will be the third one, two were held last fall. The hope is that Management and the Union will negotiate viable solutions at the Summit table. Even if cases cannot be settled in this forum, the Union will gain perspective on how to proceed with certain cases.

Last year, we reached resolution on several cases at the 2012 Summits, one of the cases we did not reach a resolve to was 19-0091, a group grievance concerning Article 10.1.A.8, out-

lining the procedures on building a line when a Flight Attendant returns from leave. Management is violating clear Contractual language in article 10.1.A.8 by not building a line for Flight Attendants when they call planning upon their return to active status but instead requiring them to call back on the 19th or 20th of the month. In light of clear language, Management took a strong stance. In fact they pulled out all the stops by even claiming there was an issue with timeframes at the late date of arbitration, so with only ten days' notice the arbitration team had to prepare not just one case but two, one on timeframes and one for the merits.

The case began on May 2, 2013. The Union won the time frames argument with a bench decision from the Arbitrator. The merits of the case began to be argued late in the afternoon on the same day. Two more days were scheduled on July 23 and 24. Needing one more day for rebuttal testimony the final date of the hearing was on August 9, 2013. Having over 656 pages of testimony and forty-four exhibits, closing arguments were presented in the form of formal written post-hearing briefs. These briefs were submitted to the Arbitrator on October 11, 2013. We are now awaiting the decision of the Arbitrator, which could take a few months more to receive.

An incredible group effort was demonstrated when Union leaders past and present worked in conjunction with line holding Flight Attendants for the common goal of maintaining our Contract. Good Union records, solid notes from years past and the willingness to come forward and testify have been valuable assets from which to draw. This case is a beautiful example of us all coming together and the strength that comes from Unity. Win or lose this Membership put on the best possible case in a concerted effort.

Each grievance represents a day in a Flight Attendant's life. A day in which something happened that caused the Flight Attendant to suffer financially, physically or personally. As Flight Attendants ourselves, the members of this Grievance Team feel your pain and we are dedicated to minimize it in any way we can. It takes time, patience, dedication and team work from the Flight Attendants in the sky to the ones behind the desks to keep our fellow Brothers and Sisters from suffering. Together we will continue to make a difference. Stay Informed, Stay United and Fly Safely!

By: *Lyn Montgomery, DAL Flight Attendant*
Executive Grievance Committee Chairperson
214-640-4317

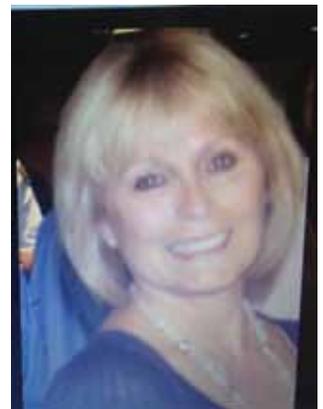
Two Families Becoming One

by *Maureen Adamek*

Anyone who knows me knows that my family is my pride, my joy and my strength. It is where I begin my journey and live my greatest daily adventures. We are what someone would call "The Blended Family." Initially when I remarried I believed it was going to be an easy transition to bring two families together to create the new family foundation. But with a growing family, some days I feel that I have more life to live at the end of my day than I have been given time for. This equates to a busy life, and with the holidays rapidly approaching I must consider everyone's feelings to plan the traditions that were passed down to me while incorporating traditions that my husband feels are important to.

Being a part of the Special Merger Training in June of 2012, I have no doubt much thought and considerations were put forth to bring the culture of Southwest and the traditions of AirTran together to building a stronger family foundation. As like my personal family, we at Southwest are a work in process. So often I speak with friends that have not yet attended the Special Merger Training, whether it be by choice or by chance, and I know that must be frightening for them. Their certainty of their place at Southwest Airlines must occasionally be reassured. I feel proud and respect those who will turn the "lights off" as their product one day soon will cease to exist as they will be making the final mark in history for AirTran.

And as we celebrate our holidays with our personal and professional families we must never lose sight that it doesn't make a difference what side of the family you started with but how you build and grow the foundation of the blended family.



Maureen Adamek
Baltimore Flight Attendant
Employee # 40186

Remain Overnight (RON) Safety

by: Cuyler Thompson

For about a week now, I have been trying to come up with some creative angle or funny anecdote on which I could base this article about RON Safety. I myself hate reading dry, droning safety manuals (except the night before RT). I even resorted to soliciting help from debriefing Crew Members at the Camberley Brown over some Maker's Mark (1,2,3, FLOOR!). We tried to come up with a top-ten list of Safety Rules for RONs but quickly digressed into such ridiculousness as "beer then liquor/never sicker," "the stripper stays at the strip club" and "what happened on your credit card in Vegas DOES NOT stay in Vegas". So today (the deadline for this article) I have finally realized that RON Safety is neither cute nor funny and I should not even joke about it. Actually, I owe you an apology. I have put you, my good friends, my Brothers and Sisters, and your safety in jeopardy and I am sorry. Have I become complacent? I know that if I am not conscientious with my own safety that I ultimately endanger yours. It is disrespectful, it is selfish, and it is going to stop.

Now if I could at least pretend to have your attention for a few minutes while I talk about RON Safety, which by the way, starts well before you get to the hotel. You should have photocopies both at home and in your Crew bag of everything that is in your wallet in case it is lost or stolen: credit cards, driver's license, etc., front and back. It will help you remember what you've lost and make it easier to cancel and replace it. Oh, and please do not tell Axle the Axe-Murderer which hotel that we stay in when we come to town. Mr. Nice there in the exit row might be very sweet, but after his cousin Axle picks him up at the airport and they go out for drinks, Mr. Nice will probably tell cousin Axle about the sexy stewardess that bought his drinks on the plane. "Yeah, and she's staying at the Howard Johnson downtown!" (My own Crew was actually followed to our hotel once by some freaks that we had cut off because they were smoking inflight, etc. It was not glamorous when they showed up in the lobby while we were checking in). Most people do not mean you harm, but come on people, the less people know about us, the better. If someone asks where we stay, I'll tell them that we are at the Howard Johnson. And then he says, "But there's no Howard Johnson in Amarillo." And then I say, "Oh my, really? Well sometimes the pretty ones aren't so smart". And then I giggle, toss my hair and head back to my New York Times.

Wear your seatbelt in the van. Hello, tight and low? Ask the van driver about things going on at the hotel and the area around it. Is it a safe area? Are there any notable conventions, etc. going on? As you near the hotel, pay attention to what's around it; you should know where you live for the next 15 hours. Sign in on the clipboard with your first initial only, last name and employee number. That makes it more difficult to determine gender. Please do not announce everyone's room number to Axle sitting over there on the couch; you wrote it down on the key sleeve, just point to it. If the front desk clerk says your room number aloud, request to move to another room. After signing in, make sure the clipboard goes behind the counter and is not left out for Axle's perusal. Ask for directions to your rooms so that you are not wandering around the hotel. Go together to your rooms and wait until everyone has checked to see if anyone is hiding in the room before going in. Are the windows locked? Is the connecting door locked? Put the Do Not Disturb sign on the door, close it, bolt, and chain it. If your Crew Member is staying on another floor or far from you and must go unaccompanied, tell them, "I'll call you in five minutes to see if you're OK." Then call and simply say, "Are you alone?" It takes a couple of extra minutes but wouldn't you feel terrible if something did happen to your Crew Member just because you were lazy? If your key does not work, either call downstairs from your Crew Member's room and have another key brought up or tell your Crew Member that you will knock on their door when you return with another key. If

you're alone, have security escort you to your room.

Do not leave the door ajar while getting ice. When going for ice for your food bag is the perfect time to make a mental note of the location of your exits—look at the hotel diagram on the back of the door. How many exits are there? Which would you use during a fire? On the way down the hall, count the number of doors between yours and the exits in case there is a lot of smoke and you're crawling. What is your secondary exit? Is the exit sign illuminated? Where is the fire alarm pull? When inside a hotel room, for whatever length of time, always use the deadbolt. If the room does not have a dead bolt or heavy-duty security clasp but has a chain, twist the chain to take up the slack before latching it. Set your alarm(s) before you go downstairs: after a couple of cocktails, Cuyler tends to forget. Put your room key in the same place every time. If you have to evacuate in a hurry you won't have time to be searching for your key and you may need the key to get back into the room. **Put the key next to the bed, next to your flashlight.** It's dangerous to be stumbling around in a dark hotel in the middle of the night and if you have to evacuate because of fire, the flashlight will help guide you down a smoke filled hallway. Remember, if there is a fire or other such emergency, you are pretty much on your own to evacuate yourself, especially at night. What you learn in the few minutes it takes you to orient yourself to your room and the surrounding areas could mean the difference between life and death. Make sure the phone is plugged in and that it works.

Do not leave that little sticky note with your room number on it attached to your key card or in the envelope with your room number on it. If you lose your key, whoever finds it has access to your room; don't give him your room number too. Don't display your guest room number in public, inside the hotel or at the swimming pool. Crooks have

been known to walk by casually, observe the number on the key and make false charges in the hotel restaurant, bar or store and using your room number. Use your phone to take a picture of your room number. When out of your room, leave the television or radio low and your lights on. A small amount of noise can discourage a burglar. Try to go downstairs for the required debriefing together with your Crew. "I'll knock on your door. How much time do you need? Fifteen minute turn?" **Use the peephole.** The door to your room must never be opened unless you are absolutely sure whom it is outside. If you receive a phone call and the person states that they are with the hotel and need to come to your room to repair something, get the employee's name and call the front desk to verify who it is and that they do in fact need to come to your room. Some criminals are known to wear hotel uniforms or pose as plainclothes security. The best bet is to be your own security guard.

Be very aware at the bar or restaurant; you know this. Watch your drink. Watch your Crew Member's drink. (Watch Cuyler drink too much). **Do not let your Crew Member go back upstairs alone** (get your mind out of the gutter). Just use common sense; it only takes a few minutes to walk them up and see that they are safely behind their door. When entering an elevator with strangers, be the last one on and the last one to push the button for your floor. If someone follows you onto the elevator who makes you uncomfortable, either get back off, if you are in a public area of the hotel, or push the button that will take you to a public area, such as the lobby. Position yourself close to the control panel of the elevator and if attacked, push as many buttons as you can. If there is someone suspicious on the elevator and he gets off behind you on your floor, just get back on the elevator as though you forgot something downstairs. No explanation necessary. When returning to your room, have the key in hand to avoid fumbling with it in the hallway. This enables you to be aware of your surroundings. If you see loiterers in the hallway near your room, just pass by your door, go to the front desk and report the incident. Be careful about putting out the hangtag for breakfast room service as this alerts others of when you will be opening your door.

If you are leaving the hotel, tell a Crew Member where you are going, what time you expect to be back and give them your phone number. Ask at the front desk or bell stand for directions to where you are going and get a business card or matchbook from the hotel with the phone number on it. If you get lost, find an open business and ask for directions. Stopping and looking at addresses or staring at street signs may make you look like an easy target for crime. **Never count your money in public.** If someone threatens your life for your wallet, phone or other valuables, give them up without a fight and get out of the situation as soon as possible. No possession is worth your life. When returning to your hotel in the evening, always use the main entrance of the building.

If there is any indication or even a suspicion of a fire, call the hotel operator immediately. Give your name, room number, and a brief description of the situation. If the fire alarm

sounds, leave the building immediately. Before attempting to leave your room, grab your key and your flashlight (in case your exits are blocked by smoke or fire, you can return to your room). Feel the door with the backside of your hand. If the door or knob is warm, do not open it. If the door is not warm, drop to your knees and slowly open the door, but be ready to slam it should a cloud of smoke roll in. If the hallway is clear, head for the stair exit, not the elevator. Do not stand upright, but crawl or keep low to the floor to avoid smoke and odorless carbon monoxide. Stay on the same side of the hall as your exit, counting the number of doors to the exit. When you reach the exit, walk quickly, but cautiously down the stairs, and hold on to the handrail as you go. Smoke will sometimes get into an exit stairwell. If you encounter smoke, do not try to run through it. Turn around and walk up. Proceed to a smoke free corridor and cross the building to an alternate exit. If you can't escape and there's no fire in your room, stay put. Make every effort to notify someone that you are in your room. If you cannot reach the hotel operator, dial 911 or the local fire department and identify your exact location. Signal to them with your flashlight or by hanging a bed sheet from your window or writing on the window with soap or shaving cream. Shut off fans and air conditioners because they can draw smoke into the room from another location. If there is smoke in your room, try to open the window. Do not break the glass unless it is absolutely necessary because heavier smoke may begin to enter from outside; then you'll need to close the window. Fill the bathtub with water as soon as possible; water pressure may disappear quickly after the fire starts. You'll need it to wet towels and sheets to stuff around the door and vents, which may be allowing smoke to enter the room. Place the mattress up against the door and hold it in place with the dresser. Keep it wet. Keep everything wet. A wet towel tied around your nose and mouth will help filter out smoke. If there is a fire outside of the window, pull down the drapes and move everything that is flammable away from the window. Do not jump from the room. A fall from this height can cause serious injury. Rather, continue to protect yourself from the fire and signal from your window for help.

OK friends and Family, that wasn't so bad. Was it? Look, we all know about safety; we are safety professionals after all. Sometimes I just get a little overly confident and forget that despite all of my years as a traveler and as smart as I like to think I am, I could easily and quickly become a victim. I'll do my best not to let it happen to you if you'll do the same for me. Remember, "liquor then beer/you're in the clear", tip your waitress and it's none of Axle's business.



Cuyler Thompson

OAK Flight Attendant
TWU 556 Recording Secretary
recordingsecretary@twu556.org

At the heart of LUV, there's LABOR.

TWU Local 556
SWAPA
TWU Local 555
AMFA
AMFA
TWU 550
IAM 142
AFA Council 57
Teamsters
TWU 557
AMFA

SWA Flight Attendants
SWA Pilots
Ops, Ramp, Provo, Freight Agents
Aircraft Mechanics
Appearance Techs
Dispatchers
Customer Service, Reservations
AirTran Flight Attendants
Flight Sim Techs, Material Specialists
Flight Instructors
Maintenance Techs & Controllers

Negotiating as of June 2013
Negotiating as of August 2012
*Mediation—Contract exp'd 7/2011
*Negotiating as of August 2012

Negotiating as of October 2012

~~*Negotiating with SWA, May 2013~~

agreement October 2013

*Reporting title or no progress as of June 10, 2013

MOVEMBER

is here ... Shave The Date!

Of the 10,552 Flight Attendants at Southwest Airlines, 22% of them (2,321) are men. On average, men die at a significantly younger age than women do. The average life expectancy for American men is almost five years less than women (presently 76 compared to 81); however, there is no biological reason for this. The reasons for the poor state of men's health in America and around the world are numerous and complex

From Movember's perspective, the reasons for the poor state of men's health include:

- Lack of awareness and understanding about the health issues men face.
- Men not openly discussing their health and how they're feeling.
- Reluctance to take action when men don't feel physically or mentally well.
- Men engaging in risky activities that threaten their health.
- Stigmas surrounding both physical and mental health.

Movember aims to change the face of men's health and reverse this way of thinking by putting a fun twist on this serious issue. Using the moustache as a catalyst, we want to bring about change and give men the opportunity and confidence to learn and talk about their health more openly and take action.

In November, we encourage Members of Local 556 to support **Movember** and men's health by exercising your right to grow your mo! Please, MoBro's and MoSista's, help TWU Local 556 to change the face of men's health by donating or joining our team here: <http://moteam.co/twu-local-556> or call 310-450-3399. Show off your mustache by submitting your photos for your Flight Attendant friends to view here: <http://www.twu556.org/upload>

We've got your back

by: Christina Garcia

Our family truly embraces the LUV at Southwest Airlines where both my husband and myself are employed. Adam is a Provisioning Agent in Orlando, where I am also based as a Flight Attendant. You may have heard of us: we are the only Southwest Employees to get married onboard a LUV jet at 30,000 feet and we now have two children, Isabella and Armando.

Between the two of us, we have a combined 30 years airline experience and we have both worked in other areas within Southwest. This, coupled with being married to a person working in another department, allows us both an insight to each other's daily lives and challenges we face in our jobs. I would like to give you a little insight on why you may have had some challenges with a few Employees, while at the same time not excusing poor behavior, or attitudes, by a few bad apples.

Let me just start by saying this: two years of Contract negotiations where the message being "heard" from your Employer is "we don't value you as much as we used to," coupled with the fact that there is an understaffing issue creates a somewhat stressful working environment.

Please know that when a Provisioner forgets limes, or doesn't empty the recycling can, it is not by intent. The person servicing your galley could perhaps be in their 16th hour or work - not by choice. Just like we get *JA'd*, our ground folks get *mandatoried*. Our Brothers and Sisters at 555 have real lives outside of work. They have families that were expecting them home hours ago, children that were expecting them to pick them up from school, now they may get only four-five hours off before they have to be back at work. Long days and mandatory overtime can take a toll on a family.

Another situation that occurs is understaffing, which leaves Agents to stock more galleys. Potentially a Provisioning Agent can be working your galley and have two or three additional flights that are scheduled to leave at the same time as yours. This creates a work environment where agents are rushing to not take a delay.

Occasionally the trucks have maintenance issues too. Anything from the trucks not starting to lifts not working will delay Agents from arriving to your flight on time. Also, some airports have multiple checkpoints that Agents—and their truck—must pass through. Flight Attendants don't particularly like going through security and we get excited when we have a KCM airport, but some of our Provisioners have to go through two or three screenings a few times a day—with a truck.

I have heard lots of Flight Attendants say things like: "Provisioners have such bad attitudes now" or "They don't even say hello." It's unfair to stereotype: just like Flight Attendants, each Provisioning Agent has their own personality, or could be having a bad day. But over and above the challenges we have as Flight Attendants, they are worried about their jobs and what they would do if they were layed-off, or forced into another

position. With the recent closings of some provisioning cities this has become a real concern. This current Contract negotiation affects all of us greatly and we pray and hope that the negotiations will soon change its course!

Our family has put all of our eggs in one basket, and has heard multiple rumors about what is going to happen with Local 555 negotiations. Some of the rumors are not good and we are trying not to believe the hype but we sure would like to have a Contract.

The intent of this writing is not to gain sympathy for our Brothers and Sisters at Local 555, but to create empathy for their situation, and to extend words or encouragement and support. A simple hello, a smile, or a LUV note can do wonders in a stressful environment.

I recall a time while working as a Customer Service Agent in FLL, the Flight Attendants were in negotiations and the Ramp Agents would come up between flights or on their lunch breaks to hand out flyers to Passengers on our behalf. I thought, "Wow, how awesome is it that the Unions Brothers and Sisters work together and support each other." If we can continue to be onboard in supporting Local 555, we can work together as a Family and then when our times become rocky it will be those same faces that we see everyday that, without question, will HAVE OUR BACK!

Orlando Provisioning Agent Adam Garcia showing the LUV for 556.



Pictured are Christina Garcia, an Orlando Flight Attendant and her husband Adam Garcia an Orlando Provisioning Agent, along with their children Armando and Isabella



TWU Local 555 Update

555 Stands Strong with 556

TWU Locals 556 and 555 represent over 21,000 Members– over half of the Employees at Southwest Airlines. As you know by now, TWU Local 555 has been in Contract negotiations for over two years. Despite proposals from the “New” Southwest Airlines that would compromise our quality of life and customer service, we have remained firm in our resolve to ensure a fair Contract for our hardworking Ramp, Operations, Provisioning and Freight Agents. Flight Attendants from TWU Local 556 have been by our side every step of the way. Thank you for supporting our Members at Unity Day events, on informational picketing lines, and leafleting actions across the country.

Now that both of our locals are at the negotiating table, I would like to assure you that we stand strong with our brothers and sisters at TWU Local 556. By helping each other, we improve our collective futures. You play a significant role in Southwest Airline’s success, and there is no doubt that you are the best Flight Attendants in the industry. As fellow TWU Members and Southwest Airlines Employees we are proud of the work you do everyday.

Members at TWU 556 and 555 share values and objectives that join us in solidarity. We have all heard Southwest Airlines Employees referred to as the “Southwest Family” and as we negotiate with the New Southwest Airlines, our TWU Family must remain steadfast in our determination to protect our future.

Our Members are always pleased to hear that 556 has our back! Please know that 555 Members stand strong with you.

Fraternally,

Charles Cerf
President
TWU Local 555

The strongest bond of human sympathy outside the family relation should be one uniting working people of all nations and tongues and kindreds.
Abraham Lincoln



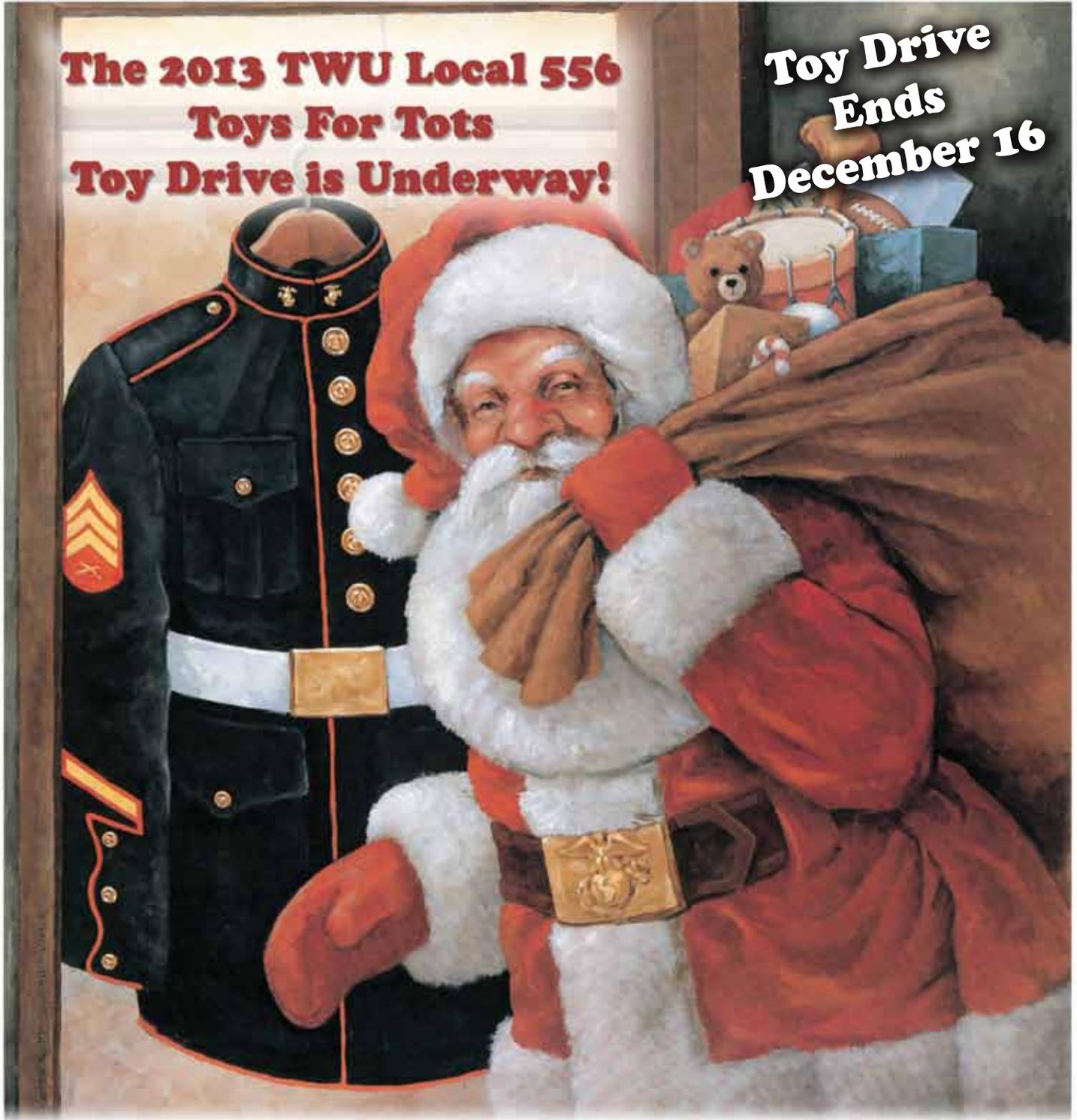
Unity Day on October 14, 2013

TOYS FOR TOTS

Help make this a Christmas to remember, and to make a dream come true for a child who might otherwise be forgotten.

**The 2013 TWU Local 556
Toys For Tots
Toy Drive is Underway!**

**Toy Drive
Ends
December 16**



U.S. MARINE CORPS RESERVE

For more information or to make a tax deductible donation, please go to our website at:

www.toysfortots.org

Please drop off a new, unwrapped toy in the drop box located in your lounge. If you would prefer, simply leave a check or money order made out to "Toys For Tots" in your DEBM's mailbox.