

Fall 2012



Unity

The Magazine Of TWU Local 556

A Fall Full of Training

CISM Training



Arbitration Training



2012 Shop Steward Training



DALLAS

LAS VEGAS



PHOENIX



BALTIMORE



CHICAGO



ORLANDO



HOUSTON



OAKLAND



LETTER FROM THE EDITOR

Dear TWU Member:

In the Summer 2012 UNITY issue, we introduced our Executive Board. In this issue, we feature our hard-working Local 556 office staff. We want you to know not only the names and faces of those who are working hard to help your Union work for you, but also know a little about them as individuals. Please take a moment to read their profiles and get acquainted.



Robin Brewer
Communications
Co-Chair
LAS Flight Attendant
214-640-4351

Your UNITY publication will continue to bring you the latest Union news, educational articles and Company developments that affect you as a Flight Attendant. But in future editions, we want to also include a segment that turns the focus to you -- and the exceptional work you do behind the scenes.

We know there are many incredible things you do outside of the POS that benefit the Passengers. We are calling on all **Airline Angels** to share experiences in with us. (*see page 16*). These personal stories often inspire others to do similar good deeds that build on our wonderful SWA culture and help make the world a better place in general.

In the same spirit, let's always remember that "PAX" is the heart of our culture. Our solidarity as a Union enables us to enjoy industry-leading wages and a quality of workplace life. But, to maintain those benefits, it's important that we resist an attitude of "entitlement." Our jobs sometimes entail a last-minute reroute or other change that conflicts with our personal schedules, but it is what it is. It's better for everyone when we "go with the flow" and choose a positive attitude.

Appearance matters as well. Most of us take pride in wearing uniforms that are pressed and well put together, being well groomed, carrying bags that meet Company standards and keeping our manuals up to date. Gate Checks help us maintain those high standards. Our individual appearance is a reflection on the Company and on all of us as Flight Attendants. Let's take pride in every aspect of our job!

Happy Thanksgiving!

Best regards,

Robin Brewer, Communications Co-Chair

SUPPLEMENTAL INSURANCE INFORMATION

Two Carriers /one payroll slot listed as
"TWU 556 Colonial" on your paycheck

Reliance Standard replaced Lincoln Financial as the Short Term Disability carrier as of 7/1/12 due to Lincoln offering renewal at increased rates; thereby substantially increasing your monthly premiums.

Reliance Standard offers:

Short Term Disability Insurance helps to offset loss of wages when medical necessary and receiving treatment by related doctor. This does not apply to injuries on the job.

- Telephonically file your disability claim 1-855-364-7974 with Matrix Management (Claims department for Reliance Standard)
- View your policy information and claims information for Reliance Standard at www.twu556.org under the Insurance tab

Colonial Life offers:

- Accident Insurance – not an income replacement policy, but helps to offset unexpected medical expenses like co-pays and deductibles insurance for on or off job accidents.
- Cancer Insurance – helps offset out-of-pocket medical and indirect, non-medical expenses related to cancer, once diagnosed. Provides an annual benefit for specified cancer screening tests.
- Critical Illness Insurance – Provides a lump sum benefit to you when a specified critical illness occurs.
- Universal Life Insurance – Enables you to tailor coverage for your individual needs and helps provide financial security for you and your family members.

Need some help or know what number to call for a particular answer or Carrier, call the Supplemental Insurance Service Center at
1-877-885-9191

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2013 Benefits Open Enrollment begins October 25 and continues thru November 14. Enroll early, as the system will be closed for system maintenance Saturday November 10 6am - 7pm Central time

A wealth of information can be found to guide you thru your decision, so please read the information on *SWALife > About Me > My Benefits* - click on Information and Forms. Also available on the "About Me" main page is the Benefits Video about the new Health Savings Plan that is quite informative. Some new changes that you will want to look at:

- Vision Plan will now be administered by EyeMed
- Health Plans:
 - Choice Plus Plan - it combines the past EPO and PPO plans
 - Health Saving Plan - new plan with lower monthly contributions, but notably higher deductible and higher out-of-pocket maximums. Has the option to contribute funds tax-free
 - Note that Choice Plan C is a modification of the 2012 Medical Plan C, but there is now a contribution.

If you enroll in any of the BenefitsPlus plans (Choice Plus Plan, Choice Plan C or Health Savings Plan), you will have an opportunity to purchase optional benefits such as supplemental hospital insurance, pet insurance, homeowners and auto insurance.

If you don't make any new elections during the annual enrollment period, your existing coverage will automatically renew. If you wish to continue contributing to your Flexible Spending Account (not to be confused with the Health Savings Account which is connected to the Health Savings Plan), you **MUST** re-enroll.

Any questions call 1-800-551-1211 or email askbenefits@wnco.com



Unity is the official publication of **Transport Workers Union Local 556**, representing the **Flight Attendants of Southwest Airlines**.

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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 exceed 500 words, 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.

Submit all comments and letters to communications@twu556.org.

Connect with us on Facebook ([facebook.com/twu556](https://www.facebook.com/twu556)), or follow us on Twitter (@twu556).

Baltimore

Hello Baltimore,

Well we have survived the summer and we get to take a little break before the holidays arrive. We have a few new cities in our system DSM Des Moines, IA and CAK Akron/Canton, OH, Be sure to check your trip sheets. As you all are aware, we have passed the Over Water/Near International Side Letter 10. I want to thank all of you that voted, we had a huge increase in voting - which is awesome.

There have been a few additions to our Base Leadership. Make sure to welcome Anthony Angion and Tony Barbour as Inflight Supervisors. We also would like to welcome Brinkley Flanigan as an Assistant Base Manager who will be working alongside Carolene Goulbourne. Brinkley comes to us via AirTran with years of experience as a Flight Attendant and many facets of management and leadership.

Gate checks will begin November 1st, for those who have been around awhile think back to briefing days but at the gate. These checks will take place not only in domiciles but various out stations as well.

They will be checking for:

1. required items: updated Flight Attendant Manual, valid Company ID, working flashlight, and wristwatch
2. reporting to the gate on time
3. adhering to our uniform and appearance standards as outlined in the Flight Attendant Handbook.

Discipline can be issued as outlined in the Flight Attendant Work Rules and Expectations/Company Policies if you are not in

compliance with all Standards and Expectations.

The FAA has been out and about and a few of our Flight Attendants have received up to \$5,000 in fines for their FAM not being up-to-date. Be sure to stop by the recurrent office and make sure your FAM is up to date. It only takes a few minutes to save you a big chunk of change.

The dress has arrived and I am sure you have seen it on line. Be sure to wear the proper shoes. You can wear pumps or boots. They can be between a 2 and 3-inch heel with no buckles and only one zipper.

The Known Crew Member Program is in the works and they are doing required testing in November and December with an estimated launch date of January through February 2013 for all Flight Attendants.

We would also like to welcome Brett Nevarez and Bill Holcomb to the Negotiating Team for 2012-2015 term. Congratulations to both of you.

Congratulations to Chris Sullivan, a former BWI Flight Attendant, as he has been appointed the new Denver Domicile Executive Board Member. We wish him the best of luck.



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Chicago



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Hello to all in Chicago! As I watch the leaves fall from the trees, it seems like yesterday the thermometer was reading 100 degrees. I hope this finds you all well and enjoying the cooler weather.

Along with fall comes the annual benefit enrollment from October 25 through November 14, 2012. Make sure to sign in and take a look as there are a few changes this year including the provider for Vision Care. Additionally it is time to reallocate funds if you participate in the Flexible Spending Account.

Since I last wrote, there has only been one change in Chicago Base Leadership, we welcome Davide Stennett who comes to us from AirTran and will be joining the Base as the newest Inflight Supervisor.

It is true! Gate Checks begin November 1, 2012. Soon you will see Supervisors at the gates performing these checks. One

important item to keep in mind is not only will you see them in Bases; you will see Supervisors at outstations as well.

Some of you have expressed concerns about the timeliness of these checks and possible interference with Flight Attendant duties that may potentially cause delays written off to Crews who are performing their pre-flight safety checks and briefings. Last month during our Executive Board session, Sonya Lacore, who is a member of our SWA Leadership in Dallas, assured me that these checks will be very brief, and Flight Attendants will not be corrected or disciplined in view of Passengers or Crew Members. If any difficulties arise from these checks, please give me a call and I will address these issues with the appropriate personnel.

On a final note I am still receiving calls regarding Ground Operation Employees violating the Deadhead Policy of our Contract (CBA). If you are Deadheading on a flight, you are to be given a boarding pass and a seat in the cabin. It is Contractual.

In closing, I would like to tell you all how proud I am of you during this time of great change in our Company. You are the best Flight Attendants in the industry and I am proud to be your Chicago Domicile Executive Board Member! Thank you.

Dallas



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214-640-4309.

Hey there fellow Flight Attendants, Tina Tess is coming back on line so when you see her please welcome her back. Recently added to the Dallas Base Team are Theresa Bedoy and Anna Gonzales. Anna was previously a Supervisor and highly respected by all. If you have a chance, introduce yourself to both Theresa and Anna.

It is with much sadness that I report, the Attendance Meetings are continuing. I don't know about you, but "that makes me a bit sick to my stomach." By now I think we get the message and request that we please

stop spending money on meetings that originally made people nervous and now are just making us upset and causing resentment. Point taken!

Regarding the increase in Customer complaint letters, keep in mind as our weary Customers are boarding - the economy has not been great and it has affected many lives in many ways. Pre 9-11 travelers simply ran to the plane with ticket in hand, zipped past security and boarded. They had a pleasant experience and they were a blast to serve. Post 9-11 travelers must arrive early and are subjected to security documents, long lines at Security, scanning, screening, and finally boarding a plane - that if it is summer, possibly a hot airplane. Our commitment to deliver POS is challenged by these conditions, but I truly believe our FAs are the best in the aviation industry and we can change the experience of these discontented Customers, and make them content Customers with our POS.

Starting November 1, Gate Checks will be conducted on a daily basis at Domiciles and out stations. The Flight Attendants will not receive a delay of flight if a departure delay occurs due to the Gate Check. No discipline will take place at the gate. The original Gate Check form will be placed in the FA's lounge mailbox and a copy will be placed in FA's employee file. The form has a Management comment section, so once you receive your copy, please review the paperwork carefully. All Gate Checks will be conducted by an Inflight Supervisor.

On the Evolve Aircraft as with any other aircraft, it is not necessary for you to stand directly at the overwing window exit. Now don't get me wrong, you cannot stand back and watch from the galley, you must be in a close proximity of the exit. The purpose of the FAA rule of having a Flight Attendant close to the overwing exit is to allow the Flight Attendant to monitor Passengers and assess any condition that would not meet the criteria for that Passenger to sit at the exit row and open the window exit.

Mark your calendar:

- The Christmas Dallas Bazaar will take place in the lounge December 3, 4 and 5. As always, there will be great vendors present and perhaps you can pick up a few presents without having to visit the mall. There will be jewelry, candles, Mary

Kay, apparel boutique, sheets, hats and much more.

- The holidays are rapidly approaching, so once again it is time to open your hearts and get into the spirit of giving. For years, we have supported the Toys for Tots toy drive and they are grateful. So help make a child smile; grab a toy and place it in the Christmas Box located in the lounge. You guys show great participation in this program as the Bases have a bit of a contest going and I would love to see Dallas take first place! Let's make it happen. Toys to infinity and beyond!
- The Union and the Dallas Base Inflight Team are joining together to have a Bake Sale for Feeding America, the date of the sale will be announced soon. All the proceeds will be donated to Feeding America! All of you bakers - get out your parchment paper and cook for a good cause. Let's help feed the many Americans that do not have enough money for food. We are a generous group of giving people and we would like to help our own as well.
- Flight Attendant Appreciation Week is November 4-10. There will be food/snacks for you to take on your trip, and one fully catered meal will be offered on a day to be determined.
- Safety, Health and Wellness Fair is taking place on Wednesday Nov 7th.
- New Ticket counter opened up November 1! The estimated time for Inflight to transfer to the new lounge is sometime in the first quarter of 2013.
- Want to remind everyone to review the different Benefit Plan selections. Annual enrollment dates are October 25 through November 14, 2012.

TWU Local 555 needs our support as they are currently negotiating a Contract - or trying to. It appears that many of the areas the Company is concentrating on will be issues that Local 556 may be facing in our upcoming Negotiations. We need to stand together with our Brothers and Sisters, so grab a 556/555 button off the red rack and show your support. Together we stand stronger!

For those that park in the airport garage B here is an FYI. If the main entrance to Garage B is not working or is majorly backed up, bail and enter through the A Garage. After entering garage A, turn left go across the back of the exit lanes and it takes you to another card swipe entrance into Garage B. Then you can park. Hope this helps.

In closing, I know we have had so much change, however we are transitioning into one! Please lead by example, try to take the high road and look at each other as fellow Flight Attendants and try to stay away from contagious negativity. It is toxic and a waste of time. Things are changing, but try to find humor in things, it is so much healthier for us!

You guys are the best,

Karen

Denver



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Welcome to all DEN based Flight Attendants! At the end of September, I was appointed by your Executive Board as the Denver Domicile Executive Board Member (DEBM). I am originally from New Jersey and have lived in the Denver area since 2007. My career as a Flight Attendant began in 2001 as a member of class 191. I have been BWI based since training and have served the Base as a Shop Steward since 2004. Moving to Colorado was the best decision I have ever made. I love all that Denver and the state have to offer. In my downtime I enjoy trail and ultra running, as well as snowboarding in the winter. I am excited about the possibility of epic snowfall this year and sharing the slopes with my fellow Flight Attendants.

On October 1st, 2012 SWA opened our newest Crew Base in DEN. For many commuters, including myself, it was a welcome relief. The Base welcomed 430 Flight Attendants to Colorado with food, fun and a visit from the Sea World penguins. In the first week, hundreds of Employees stopped by the lounge to check things out and grab some free food. I know that the first few weeks in DEN will be a little hectic as everyone tries to settle in and figure things out. Please refer to the "info sheet" I placed in your mailbox for hotel information and information about the Denver area. There is a copy posted in the Glass Case in the computer room. For airport parking information, please log-on to SWALife>inflight tab>domicile information>DEN base.

Denver is currently the smallest Base in the system and the December vacancy shows growth of +30. According to Mike Hafner the status of system wide growth for 2013 is still under evaluation. Keep in mind that many of the DEN Inflight Supervisors and Staff are new to Colorado, they will be helpful, but don't expect them to have all the answers. If there's something you can't figure out, please feel free to contact me and I'll do my best to help you. Together we are currently addressing some of the issues and concerns that you have brought to our attention. I hope to have answers to those questions soon.

Our first Membership Meeting in DEN will be on November 7th. The meeting will be held in the City Conference Room on the 6th floor of the Main Terminal. It is outside Security on the west side near the post office. I hope that many of you will be able to attend. Immediately following the meeting there will be a short training session for the Shop Stewards. I look forward to meeting and flying with all of you. Take care and enjoy Colorado!

DEN Inflight Office Info:

- The Lounge is located in the "C" Concourse above the Hudson Booksellers on the Mezzanine level. The office hours are 0500-1700 daily.
- Check-in phones are available at the SWA ticket counter directly across from door 615 (Level 6 outside security) and 'A' Gate counter (Gate 51/53).
- Phone: (303) 214-2340
Fax: (303) 214-2349
- Wi-Fi for *Lounge*: Network - flyluv
Security - wpa2
Password: B-737-800/ETOPS (Case Sensitive)
- Wi-Fi for *airport*: Use SSID "Boingo Hotspot" • Launch your Internet browser • Select a plan – Free Wi-Fi for Web browsing or super-fast Wi-Fi for power users



Jeff Burgower, Chris Click (TWU 1st VP),
John DiPippa (PHX DEBM) and
Chris Sullivan (DEN DEBM)



DEN Lounge awaiting the Opening Festivities.



First DEN originating crew



Chris Sullivan and Shop Steward Jeff
Burgower with SeaWorld Penguin

Houston

Thank you to all who stepped up to vote on Side Letter 10. Because it passed, Southwest now has the opportunity to fly to “near-International” destinations and Hobby should grow substantially. Hobby is eligible for the KCM (Known Crew Member) program which would allow Flight Attendants to bypass security (see www.twu556.org for more information) but there are no plans to implement it yet.

Thank you to our Veterans working in our ranks and happy Veteran’s Day (November 11). There is a dedicated bulletin board next to the Union red rack for pictures of our Veterans and/or Veterans in our families. TWU 556 will begin the Toys for Tots drive in all bases beginning this month. If you’d like to participate, drop off a new, unopened toy in the donation boxes in any Inflight Lounge. If you know a fellow Flight Attendant that regularly serves our community through volunteer efforts, please drop a note in my box or email me as I’d like to feature them in upcoming Unity Magazines.

When Colleen sent us the book “Who Moved My Cheese” some years ago, who would guess just how much our cheese would move! When I look around at all the changes, I can’t help but notice the one thing that still sets us apart from other carriers: you. Passenger seat space is getting smaller, the planes are packed. Our days are longer, harder. You spend more time with Passengers than any other workgroup and you are important. Don’t let the attendance and fashion police get you down.

Internal Customer Service (remember that?) is more important than ever. Our Brothers and Sisters at TWU 555 (Southwest Ops, Ramp, and Provo Agents) tell us their Contract negotiations have been brutal. They begin meetings with a Federal Mediator on November 7-8 after 16 months without a Contract. When you see them around campus, please let Local 555 know that we “have their backs” and join us for upcoming Unity Days announced in E-Connections and on the Union website.

I send out an E-Connection for Houston every month. It includes base updates and industry news. If you aren’t receiving it and would like to, please drop a note in my box (46084) with your email address and I’ll make sure you begin receiving it. Additionally, if you’re having trouble logging into the TWU 556 website, I can help reset your password. Thanks for all you do, Houston!

In Unity,
Valerie Boy



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

Las Vegas

Hey, Las Vegas . . . Your Base Rep is about to POP! Yes, Addie’s baby boy will arrive soon. In her absence, I have offered to write her Base Report - Lucky YOU!

I’m Tina Coffee your Board Member at Large (BMAL). Among my responsibilities, I fill in where needed and assist in events including the recent LAS Unity Day event. I want to thank you all for attending and showing your support and your SPIRIT! LAS ROCKS! If you need anything while Addie is away feel free to call me at my Union number 214-640-4313. If you feel more comfortable chatting with a Shop Steward in your Base, or any other Board Member, please call with any questions. We are here for you.

Just a few things that Addie asked me to include:

1. Welcome Carol Reichenberger, your new Supervisor.
2. Good luck to former LAS SUPS Megan and Michelle in their new positions.
3. Always use caution when on Facebook or any other social media. Read the Company Policy on Social Media. Think before you type!!!
4. With gate checks beginning November 1, Posted now on SWALife is a comprehensive, full-color, 65-page Uniform & Appearance Standards Visual Guide to assist you with any uniform, jewelry, or appearance questions and provide a road map to creating your signature look. You can access the guide via *SWALife >Inflight >Resources >Uniforms >Appearance Standards >Uniform and Appearance Standards Guide*.
5. A Provisioner in LAS got their hand closed in a door. Reminder that Operations and Provisioning are to shut the doors.

I’d like to thank all of you for your dedication to your jobs. This time of year you can get your points rolled back if you have no absences. Take your vitamins and stay well. The holidays are here, fly safe and be happy!!!

Thank you Addie Crisp for all you do in the LAS Base!

What’s hotter than hot pants??? SWA Flight Attendants in their new dress!

Written by Tina Coffee BMAL, for Addie Crisp Las DEBM



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Oakland

Congratulations to Oakland Flight Attendant Bill Holcomb and Las Vegas Flight Attendant Brett Nevarez for their election to the Contract Negotiating Committee. The Committee is comprised of five members: two elected by the Membership, two appointed by the TWU 556 Executive Board, and our TWU 556 President serves as lead negotiator. Our Contract becomes amendable on June 1, 2013 and we are going to need full Membership participation and involvement to ensure our Contract remains the industry standard. One way to increase your level of activity in our Union is to attend the next Oakland Membership Meeting on Thursday, November 8, at 10:00 local time. The meeting will take place at the Holiday Inn Hotel and Suites, located at 77 Hegenberger Road, Oakland CA, 94621.



Matt Hettich
OAK Flight Attendant
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or 214-640-4336.

The Overwater/Near International Tentative Agreement passed the ratification vote of the Membership; the final vote tally was 3,073 votes for ratification and 2,800 votes against. Overall voter turnout reflected 56.73% of the Membership; Oakland's voter turnout was slightly higher at 59.51%. Well done Oakland! Side Letter 10 passed by a narrow margin and your Union recognizes the importance of hearing the concerns of those of you who voted against it. As we prepare for full Contract negotiations please provide input during the process. Please participate in Membership Meetings, Membership surveys, and other forms of Membership outreach.

At a recent Membership Meeting in July, Oakland elected a new class of 31 Shop Stewards. All have completed training and our Oakland Shop Stewards are listed on page 11. Thank you Oakland Shop Stewards for stepping forward and serving your fellow Flight Attendants.

Base News:

- Toys for Tots collection boxes will again be in the Oakland Inflight Lounge this holiday season. Look for the collection box in the Lounge in early November.
- Annual Enrollment for Southwest Airlines Benefits begins October 25, 2012 and will last through November 14, 2012. Please call the Health & Welfare Benefits Department at 800-551-1211 if you have specific questions about your insurance benefits.
- Please support our Brothers and Sisters at TWU 555 as they approach mediation for their Contract. There are Unity Days scheduled throughout the system and if you are interested in attending a Unity Day to show them support, please contact Board Member at Large Tina Coffee at TCOFFEE@TWU556.org.
- Researchers at the University of California, San Francisco are still seeking Flight Attendant participation in a medical research study. If you are over the age of 40 with five years flying experience, eligible participants could receive compensation up to \$150. Contact Cecilia Yu at (415) 412-0872 or yuc@medsfgh.ucsf.edu for complete details.

Orlando

Fall has always been one of my favorite times of the year. It means cooler weather (except for us in Orlando it just means the temperature only goes down to 80 degrees at night), generally it's an easier time to non-rev and schools are back in session.

Effective November 1, 2012, gate checks return in all stations, NOT JUST BASES! This means that Supervisors will be roaming the terminals, watching and waiting to hand out tardy slips (discipline) for being late to the gate, etc. It also means the Company will waste more money on a hotel in our layover cities. Being on time to the gate, having an up to date Manual and being in full uniform compliance could save you a trip to the 'Principals Office' at a later date.

Halloween has passed but the "witch-hunt" continues with attendance 'pattern' meetings that are being conducted. In my opinion, these meetings are an intimidation factor to deter Flight Attendants from calling in sick; which is actually encouraging Flight Attendants to come to work sick. A main focus in these 'pattern' meetings is how much money you have cost the Company over the past four years in sick time. Bottom line: If you are sick, please call in sick. If you are not, come to work when you are scheduled! We all are aware of how much time and money was wasted on the cart training only for the Company to revert back to trays on the -800 aircraft. Since the implementation of trays replacing the carts on the -800 aircraft took effect, I have received several complaints due to the lack of space in the back galley. There is not enough room for the 'B', 'D' and 'C' Flight Attendants to work comfortably. If you experience this while working on the -800 and have a complaint, I encourage you to contact Mike Hafner, V.P. of Cabin Services and carbon copy the Union Office. Based on the distance, the 'C' Flight Attendant is now required to walk to the beginning of their section, if you are trying to lose weight, this is the position to fly because 'C' now stands for cardio! As always, THANK YOU for being the Best, most creative and most MONEY saving Flight Attendants in the industry!



Jimmy West
MCO Flight Attendant
and MCO DEBM.
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214-640-4311.

Phoenix

Thanksgiving, Christmas, and New Year's Eve are three of my favorite holidays for many reasons. With that being said, if I was forced to choose two reasons why these are my favorite holidays, I would say the first reason is the double-time factor involved with these days per our Contract (Can someone say "Show me the money!").

The second reason is they give me a chance to reflect on all of the things I have to be thankful for in my life.

Some of the things I am thankful for are: a secure job with the best Airline in the business, a strong Union who has negotiated generous pay rates and work rules for us, and third to be able to represent the best Base in the system (I know some of the east coast Bases like BWI or MDW may disagree, but I am sure during the winter, they wish they were in PHX).

In regards to Irene Wingfield's recent termination from the PHX Base, I have to say that she was well loved. As of this writing (10/5), I have had 60 requests to see a copy of her Termination Letter and her rebuttal. It seems that all of the concern for Irene has paid off because Irene has been granted an exit interview. Keep in mind that even though Irene will most likely not get her job back, she will at least get a chance to explain her side of the story.

In closing, I would like to welcome Chris Sullivan to the Executive Board as the new DEN Domicile Executive Board Member and look forward to working with him.

Finally, I want to wish all of you a Merry Christmas and a Happy New Year! ...John



John DiPippa
PHX Flight Attendant
and PHX DEBM.
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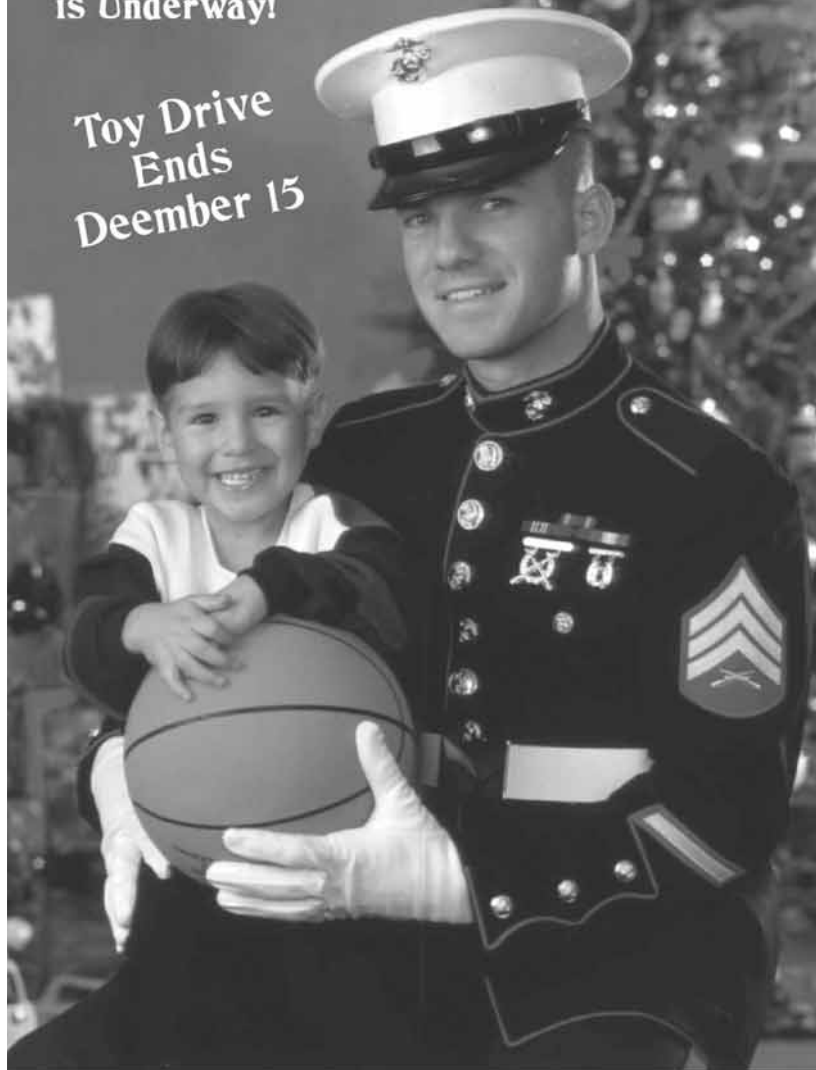
TAKE NOTE - *Flight Attendants have been brought in for discipline in regards to inappropriate Social Media posts. Some of these disciplines have resulted in terminations. Please take the time to read the **Social Media Handbook** published 01-2011. It is in PDF format and can be downloaded from SWALife. Once logged into SWALife, type "Social Media" in the search box. The link will be displayed, click to open and read/print.*

TOYS FOR TOTS

Every child deserves
a little Christmas.

The 2012 TWU Local 556
Toys For Tots Toy Drive
is Underway!

Toy Drive
Ends
December 15



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.

Thank you for helping us this Holiday Season

Last year, the Marine Corps Toys for Tots Program fulfilled the Christmas Holiday dreams of over 7.2 million of our nation's neediest children, yet we still ran out of toys long before we ran out of children.

This holiday season please donate a toy or book to your local Toys for Tots Program.

For more information or to make a tax deductible credit card donation go to our website at:

www.toysfortots.org

2012 SHOP STEWARD TRAINING

Although the Shop Steward Training well behind us, the event is worthy of praise in this issue of the Unity Magazine. With over 220 Shop Stewards elected at the Second Membership Meeting of 2012, and only 45 days to put together a comprehensive training for new and returning Shop Stewards; it was a daunting task to track everyone down, even with access to the Company database. From the beginning, while corresponding with the new Shop Stewards through email, phone calls and texts, one thing was very clear: the new guys were motivated to serve the Membership! In a sense, it was that common thread among all that kept the Committee going while pouring through lists, rewriting the Shop Steward Handbook and building the training agenda. One month before the training, there were only about 75 people that had committed to attend training; that number rose to almost 200 Shop Stewards attending. The event was spectacular!



Lucy White, Valerie Boy and Stacey Vavakas

Shop Steward Committee Chairs

shopstewardcommittee @twu556.org



Determined to provide an informative, unifying event that would motivate and inspire the Shop Stewards to see past any Union political differences for the good of the Membership, the Committee did not leave a stone unturned in the preparations. Upon sign-in, Shop Stewards were able to meet the Grievance Team and speak to them during breaks. This enabled the new Shop Stewards to form relationships with the Grievance Team in hopes they would be utilized for questions surrounding the Contract, Fact Finding Meetings, or just about anything else that may stump a Member. Our Grievance Team Members are Flight Attendants who desired to step-up and get involved.

With a "Meet and Greet" event the evening prior to training, everyone had a chance to get acquainted in a relaxed atmosphere. Our International VP and Director of the Air Transport Division of TWU, Garry Drummond, and TWU Local 555 Negotiator John Kaczmarek began the morning with powerful messages regarding negotiations taking place right now in our Company. As demonstrated by John Kaczmarek, it is imperative that we band together, for if divided we will suffer at the bargaining table.



Further into the day, Portia White explained Weingarten Rights to the Shop Stewards. Lyn Montgomery, Executive Grievance Chairperson, provided the details of different types of meetings Shop Stewards will be asked to participate in. Through case studies and a bit of comic relief, she brought real-life examples



of encounters a Shop Steward may encounter. Our hope for this team of Shop Stewards is that they not only have the tools they need to protect their fellow Members while facing Management one-on-one, but that they are Leaders among us all.



YOUR 2012 - 2015 SHOP STEWARDS

BALTIMORE
 Alyson Schiele
 Ashlie Beal
 Audrey Stone
 Christine Musselman
 Christopher Urteaga
 Damion West
 Deena Wesenberg
 Derrick Dixon
 Gaylie Corens
 Jamie Wilson
 Jennifer Brophy
 Jerold Callam
 John Lehr
 John Long
 Kristie Click
 Lucy White-Lehman
 Lynette Dill
 Lynn Knapp
 Mairlon Almeida
 Marc Dewood
 Mary Burns
 Mary Longobardi
 Melissa Lehr
 Michael Reid Rodriguez
 Mike Arnold
 Nicholas Hadeed
 Olivia Bennett-Raffucci
 Pat Carter
 Patricia Smith
 Portia Reddick White
 Stephanie Brennen
 Theresa Dabrowski

CHICAGO
 Adrienne Sims
 Alison Vlasek
 Alois Mike Kammes
 Amy Izzo
 Andrew Pitman
 Arsan Saulnier
 Bill Ehlers
 Bill Geisert
 Bonnie del Barrio
 Brendon Remezas
 Chad Wareing
 Chris Kuchnicki
 Corliss King Hale
 Dale Wilson
 Danny Dunn
 David Feather
 Don Shipman
 Elizabeth Leapley
 Erich Schwenk
 Eric Weis
 Ginger Sharp
 Hieleann Lane Ross
 Jason Arnold-Burke
 Jeff Wernicke
 Jim Gordon
 Joslynn Rose
 Julia Pavlicek
 Manny Santana Jr.
 Mark Hoewisch
 Scott Covington
 Tina Tyrrel
 Tosh Keller
 Vincent Erviti
 Zach Berry

DALLAS
 Alice Hinckley
 Amy Harthausen
 Amy Neeper
 Andrea Garnett
 Ashley Asbill
 Becky Hickey
 Becky Parker
 Beth Ross
 Chris St. Julian
 Cory Wells
 Dean Walker
 Deborah Danish
 Gayle Ross
 Gwen Dunivent
 Janet Boles
 Janet Reed
 Jeanna Jackson
 Jessica Spencer
 Joesph Skotnik
 John Parrott
 Kathy Anderson
 Kristie Scarbrough
 Lyn Montgomery
 Marco Duran
 Melissa Anderson
 Melissa Maxwell
 Paul Sweetin
 Penny Bates
 Renda Marsh
 Rock Mikulak
 Sara Cunningham
 Stacy Madison
 Wendy Sibley
 Vince Eakes

DEN
 Ashley Walker
 Cheri Vincent-Parnell
 Holly Imamovic
 Jeff Burgower
 TJ Barron
 Victor Conejo

HOUSTON
 Crystal Reven
 Dana Perkins
 David Jackson
 David Kirtley
 Greg Green
 Gretchen Mooney
 Jacob Fernandez
 Jason Renfro
 Jennifer Battle
 Jill van der Werff
 Joal Mullican
 Kelley Martin
 Kristin Whiteside
 Latonia Paul Beniot
 Maggie McGrane
 Michael McNeil
 Robert Arredondo
 Rose Johnston
 Sheryl Gerhardt
 Thom McDaniel

LAS VEGAS
 Anthia "Anne" Rowley
 Brandi "Ryan" Dunn
 Bryan Orozco
 Cobia James Gould
 Dana Suechting
 Eric Brothers
 Jeffrey Frey
 Jesse Cano
 Kellee Farmer
 Kevin Barber
 Kevin Onstead
 Lori Powell
 Louie Sibaja
 Marixza Mims
 Mark Anthony Reyes
 Melissa Jones
 Mike Fillmon
 Patti Phillips
 Pamela Forte
 Paul Buchheit
 Rachel Brownfield
 Rick Harton
 Rickie Spand
 Sarah Hecox
 Scott Plyler
 Steve Guardado
 Tracy Richelli
 William "Bill" Macedo

OAKLAND
 Amanda Frank
 Boris Kurz
 Bill Holcomb
 Brad Sabo
 Carlene Raymond
 Carolee Weatherbee
 Cuyler Thompson
 Doreen Argyropoulos-
 Ricker
 Elisha Runnels Abbo
 Eric Hironymous
 Greg Hofer
 Heather Kelly
 Jim Volpe
 Josh Rosenberg
 Kent Hand
 Leta Amon
 Lori Lochelt
 Mark Torrez
 Matt Roe
 Matt Trenery
 Mike Konkell
 Patrick Reynolds
 Rachel Doucette
 Sam Wilkins
 Stacey Labauve
 Terrian Ashley
 Todd Gage
 Val Lorien

ORLANDO
 Anita Vinje
 Annette Santiago
 Bradley Voyik
 Cary Leonidas
 Cheryl Spahija
 David Reed
 Doug Clatterbuck
 Drew Shy
 Gisela Alvarez
 Joel Turcios
 Mitch Marks
 Rick Mueller
 Robert Skye
 Sandi Voyik
 Susan Davenport
 Susan Kern

PHOENIX
 Anne Barnes
 Bob Sudds
 Darryl Daoang
 Della Saucier
 Denise McCrady
 Denise Schmidt
 Geoff Burns
 Jeff Baker
 John Durr
 Julie Ann Estavillo
 Julie Plant
 Kathleen Gregory
 Kolette Miller
 Marc Andrew Wafer
 Marilyn Hall
 Mark Savage
 Marlo Whitson
 Nancy Kallas
 Rob Riddell
 Sandra Rall
 Sonia Hall
 Stacey Wise
 Susan Lafreniere
 Susie Jacob
 Tim Blore

FYI's

JA information:

- You cannot be JA'd for a duty day longer than 10 ½ hours. Also, legal combinations do apply.
 - The 10 ½ hour duty period is calculated from Check-in to end of debrief in Domicile OR Check-in to block-in at an RON
- Even lineholders can be rescheduled at any point during the pairing, which includes being assigned additional flying during the 30 minute debrief at the end of your pairing.

Reserves who choose to self-notify assignments are required to remain on-call for a change of assignment during your required contact hours. You are still required to check-in. *This language can be found under Article 11.4.B "Reserve" of the Contract.*

If you waive a **Deadhead on a VJA trip**, you will still receive VJA pay for the Deadhead.

If you are released from **Jury Duty** prior to the end of a scheduled pairing, you are to contact Scheduling for purposes of recovering your pairing. If agreeable to you, Scheduling may assign you in one of the following manners:

- If your pairing is available, you then may have an opportunity to recover your original pairing in a timely and cost efficient manner
- Assign you another pairing
- Assign you Ready Reserve for the remaining day(s) of your scheduled pairing
- If you choose none of the above, you will remain off duty for the remainder of the pairing at no pay.

While waiting for **FMLA** to be approved, be sure to call in sick to Scheduling so you do not receive a No Show and accumulate points. You are responsible for calling in sick to Scheduling while awaiting approval of a Leave request such as Medical, FMLA, OJI, etc. Cosmetic medical procedures do not qualify for Medical Leave.

When **calling in sick**, state you are "calling in sick", give your employee number, pairing number and date; do not go in to details about your condition.

You can link a **PIN** with a Doctor's note to cover you for up to 14 days of absence as long as the PIN is used first and it is a Single Continuous Occurrence of illness.

If you **call in sick less than 2 hours prior to push time**, you will receive what is called an SL1, which is 2.5 points for the entire pairing whether the pairing is a single day pairing or a 3-day pairing. Reserves will be assessed an additional .5 for accepting the trip and then calling in sick. A doctor's note will not remove these points.

By: *Kathy Anderson*
TWU556 Grievance Team
214-640-4319

Calling all Costumes

Send in your best holiday photo of working SWA Flight Attendant(s) in Halloween and/or Christmas costume.



We will publish the winner of the Halloween photo in the December Unity Update.

Winner for the Halloween photo will receive a \$30 gift card to Starbucks and your Union will also donate \$30 to a Feed America.

The Winner of the Christmas photo will be published in the Winter Unity Magazine and will receive a \$30 gift card to Starbucks and your Union will donate \$30 to a charity of your choice. Three runner-up photo winners will each receive a \$15 gift card to Starbucks and your Union will donate \$15 to Toys for Tots.



Email photo as an attachment to contest@twu556.org On the subject line please write "Photo Contest". Include your name and employee number as well as names and employee numbers of persons in the photo.

Submissions for Halloween photos ends 11/16/2012
Submissions for Christmas photos ends 1/15/2013

Your submission of photo provides the Union permission to publish your photo.

Any Flight Attendant working for the Union is not eligible for prizes.

Grievance Committee

These past few months, the Grievance Team has done a great job of getting many issues resolved prior to grievance; however, grievance numbers have increased slightly. New group grievances filed lately addresses uniform issues and the Company's violations of the CBA language regarding uniforms. Another group grievance that has been filed dealing with Occupational Seniority pay (an increase of \$1.50 for Flight Attendants with twenty five or more years of service). The Company has not been compensating this pay per the CBA on VJA and premium pay pairings. The Union has grieved the issue on behalf of all affected Flight Attendants.

Other global issues the Grievance Team is working on include the new Seniority List, company paid moves, 737-800 required training pay, and Discussion Log entries placed in Flight Attendant's personal file following an Attendance Meeting. We are continuing to follow other issues that affect the Flight Attendant group.

The Union worked diligently to achieve a resolution to the grievance on file concerning the addition of seats increasing the Customer capacity to 143. This grievance was slated to go to Arbitration last August, however we postponed the Arbitration in hopes that the Company would agree to increase the override pay when flights departed with 138 or more Customers. It is usually better to come to an agreement between parties rather than have a third party arbitrator determine the remedy. The Company

chose not to resolve this issue; therefore this grievance will return to the grievance process. Any updates will be published when they occur.

In the last Unity, we pledged to prioritize older contractual grievances that affect our entire work group. We have already settled three of our oldest grievances on record. To further accomplish this commitment, we created a strategic plan that set goals and deadlines to resolve grievances, especially group issues that affect the entire Membership. The plan includes a new approach of holding a "Grievance Summit" with company leaders and decision makers in order to expedite obtaining solutions to these grievances. During this Summit, we will present eleven of our oldest group grievances. The participants will discuss the grievances and then immediately caucus to determine if the grievances can be settled or if we will need to proceed to Arbitration. The grievances on the docket for this meeting were filed during December 2008, through March of 2012. We are pleased that the Company willingly agreed to this meeting. If we cannot come to an agreement during this Summit, the Union will proceed directly to arbitration on these grievances. This plan puts us on target to succeeding in our commitment.

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

C.O.P.E. Committee

At the time of this writing the election has not occurred and we don't know who the President of the United States will be neither is the makeup of Congress determined. One thing is for sure, we know what our issues are: the safety and security of our workplace, the economic stability of our industry especially as far as the expectation and growth of Southwest Airlines and our upcoming contract negotiations.

The focus since May 2012 until September 2012 was on Side Letter 10. We were able to assist with voting information and AFL-CIO endorsed labor friendly candidates for the states where we have bases and provided it on our website.

Moving forward, we are focused on revitalizing the C.O.P.E. Committee and making it better than ever. This includes being involved in the AFL-CIO Local and State groups where we have bases, creating a Membership base that can be called upon to lobby legislators at the local, state and federal level, maintaining a system that will

disseminate educational information on items of interest and, educating our Membership on our role and ability in informing elected officials of our issues. Also, there are myths regarding C.O.P.E. (i.e. how C.O.P.E. dollars are spent, who decides how they are spent, how to contribute, who is eligible to receive the funds, etc.) that we will attempt to make plain.

In order to make it work we need you! It does not matter whether you are a registered Democrat, Independent or Republican every Member is invited to join the campaign to fight for flight attendant rights. Here's how you can get involved: Call the Committee at the Local (800)969-7932, ext 4328 or email COPE@twu556.org. We need your voice!

*By: Portia Reddick White,
Co-Chair, TWU 556 Committee on Political Education (COPE)
TWU International Executive Board Member
pwhite@twu556.org
214-640-4328*

Uniform Committee

Greetings to my fellow Flight Attendants, I would like to introduce myself to all of you. My name is Ryan Wamhoff and I am a Denver Flight Attendant. I am honored by the appointment as the Co-Chair of the Uniform Committee. Dawn Wann, the Uniform Chair, and I have made a commitment to represent the interest and concerns of our Flight Attendants regarding all of your uniform needs. Our Membership has now reached over 10,000 Flight Attendants, so please keep in mind that the two of us will do our best to address your concerns in a timely manner. A great option to contact us is to log on to the TWU 556 web site and go to *From the Source* where you will see *Uniform Committee* click on that; at the bottom of the page you will find an area to submit your name along with contact information and comments. This helps us serve you and creates documentation of an issue or problem that you may be having.

The long awaited dress has arrived and is very popular. A few things to keep in mind while wearing the new dress is to wear hose that matches your skin color or you can wear black hose/tights. Patent leather boots and shoes have been approved to wear with the dress, keep your boots/shoes black and simple. The dress looks great embellished with the scarf and it really adds some color to the navy.

We are currently addressing some issues with Lands' End and the Company on sizes, price and quality of the uniforms that are being offered to the Flight Attendants. We will post any new developments on the TWU website.

Below are current issues:

- The ladies white button down shirt is being replaced with the same material as the long sleeve shirt; it seems to wrinkle less and is not as sheer.
- We are working on getting the men a short sleeve white shirt and possibly a vest, please be patient we have not forgotten all you guys.
- The untuck shirt with the slits on the side for the females has been replaced with an untucked shirt with no slits. On March 1, 2013 the Company asked that the shirt with the slits be tucked in and not worn out. This is another issue we hope to resolve since the shirts were purchased to be worn untucked.

This Uniform Committee is excited to be working with this group of representatives from Lands' End and Southwest Airlines. We have already made great progress in addressing many of the issues we have faced with the change from Cintas and to our new uniform pieces. Here is to looking great and thank you for giving me the opportunity to serve all of you!

By: Ryan Wamhoff #46973
Uniform Committee Co-Chair Denver Flight Attendant
uniforms@twu556.com



The new dresses, worn by Ashley Wilhelm #86335 and Madelyn Clary #90965, are quite enchanting.

Communications has received a few inquiries regarding
Compression Socks.

You can contact:

Wellnessource
125 Commerce Park Rd., Suite 105
 Mooresville, NC 28117
704-799-2873
occfitsolutions.com

In most cases, your insurance provider will cover the cost of the Compression Socks. OccuFit Solutions handles the administration duties associated with the insurance.

*Anyone with a smart phone can download the APP **TWU556 Connect**. It is available for both the Android and the iPhone. This APP is quite helpful as it contains our full Contract, contact names and phone numbers and latest news from the Union. It is very user friendly and allows you to look up contract questions without internet connection.*

Contract Language

As a Flight Attendant, we do not have what is considered to be a regular job, working 8 hours a day, 5 days a week with weekend and holidays off. Rather, we work around the clock, 365 days a year, 24-hours a day, holidays weekends, late nights and long days. That is the reality of the airline industry. Our working conditions are negotiated and governed by the Collective Bargaining Agreement (CBA) or better known as the Flight Attendant Contract. The CBA is an agreement between Southwest Airlines and the Flight Attendants working for Southwest Airlines and it is our LIFE LINE. It is extremely important to know your rights under the Contract and understand how it applies to your every day life. If you do not understand your rights under the Contract, please contact your Union.

I would like to take a moment to focus on several Articles listed in your Contract, many of which are utilized every day. There are currently 34 Articles and 9 Side Letters in your CBA. Not everyone has the time to sit down and read all 34 Articles, and many do not fully understand the language. Most education comes from actual experience. A few examples might be, Unscheduled RON, reschedule, contact outside of hours on reserve and commuting.

The most frequently read Articles in the CBA include *Article 8, Hours or Service* which speaks of Duty Period Limitations, Crew Rest, RON and Transportation Delays, Domicile Break, FAR Pulls, etc. It is imperative that you familiarize yourself with *Article 8* and contact your Union should you have any questions or need clarification. Some might find yourself referencing *Article 10* at least once a month, as it pertains to overlap. We are all very familiar with *Article 12, Trip Trades, Article 11 Reserve, Article 32, the Attendance Policy, and Article 33, the Commuter Policy.*

What I want to focus primarily on are those Articles we may not reference on a regular basis, and their importance. Beginning with *Article 22, Expenses*, this Article is important because it speaks to our Per Diem, Hotels and Transportation, PASSPORTS and Inoculations. Passports have become a very popular topic lately and many of you have your own questions about Passports. Well, *Article 22* is a good place to start. When reading your Contract, you will find that *Article 22.3* states; “*When required for the performance of her/his job duties, the Company will reimburse a Flight Attendant for the cost of passports, passport renewal, passport photos, visas and the charge for expediting service when required. Flight Attendants shall assist and cooperate in the process.*” Please feel free to consult with your Union should you have further questions.

Moving on, *Article 24, General & Miscellaneous* is very important and here are a few things that are significant. You

may have been told that passes are not Contractual; this simply is not true. Please take a moment to see for yourself; read *Article 24.1* in your Contract, it specifically states; “*All SWA Flight Attendants and their immediate families shall be allowed the same pass and reduced fare privilege afforded other SWA Employees in accordance with Company policy.*” For those of you that have concerns about pass privilege suspension, revocation of passes, disciplinary letters received regarding passes or information requests from your base regarding passes; please contact your Union immediately. It is your Contractual right.

There are a few more sections I would like to point out in *Article 24* before wrapping up. Flight Attendants may wonder if they are required to perform work that is normally assigned to a Cleaner, Provisioner, Ramp or Ops Agent. *Article 24.2* answers that question. It states; “*A Flight Attendant will not be required to perform work normally assigned to a cleaner, Provisioner, or Ramp or Operations Agent. The Flight Attendant will make a reasonable effort to tidy up the aircraft.*” *Article 24.5* speaks to Flight Attendants that might be subpoenaed by the Company to assist with duties outside of the normal service of a Flight Attendant, and addresses how the Flight Attendant will be paid for such. Although we are covered by our contract, lets not forget the Spirit of Southwest, our POS to internal and external customers, we can go the extra mile if needed. Finally, *Article 24.8* speaks to official check-rides and indicates that official check-rides may be conducted. Please familiarize yourself with this information.

There are many more Articles I would like to cover, but there is just not enough room in this Unity piece for me to continue. So, what I would like to say in closing is...get familiar with your Contract and know your rights! It is your life, your time, your money, your benefits, it is YOU! I hope that each of you come to a place where you feel strong, educated and informed. The tools are there. Utilize your resources! You have the TWU website, your Contract, SWALife, and most importantly, YOUR UNION. I encourage everyone to stand strong, support each other, support your Union and believe in yourself and your rights. We have big changes coming in the future and Contract Negotiations will begin soon. We need everyone to get involved, step up and help us all maintain the best Contract in the industry. We can do this as long as we stick together.

By: *Becky Parker*
Executive Grievance Committee Chairperson
 214-640-4231

CISM Training

The Inflight CISM Team is happy to announce that 21 new peers have been added to the CISM Team. A three-day certification class was held October 15-17, 2012 in Dallas.

The three day course consisted of the basic principles of CISM; PTSD, Grief and Trauma Training, Stress Management and Basic Team protocol. Each Team member in attendance was certified in Group Crisis Intervention, Individual Crisis Intervention, and Peer Support.

We had approximately 200 applications submitted to fill a total of 15 spots on the Team! The application and interview process was opened to both Southwest and AirTran Flight Attendants. We had over 20 AirTran applications submitted to fill six spots. The new AirTran Team members will be assisting with incidents that happen on the AirTran side until all Flight Attendants have crossed the partition.



Front Row Left to Right: Shannon Mueggenborg - DAL; Justin Whittington-MDW; Shona Erlenmeyer-BWI; Crystal Atwood - DEN; Kevin MacKenzie-PHX; Michelle Draper-DEN; Rachel Stephenson-MDW; Greg Anderson - AirTran; Ginny Yates- AirTran; Trishunna Ayers- AirTran; Mary Broach-BWI; Nadia Gilkes-HOU; Misti-Dawn Young-DAL; Mekeeda Finlayson-PHX; Tania Glenn- Tania Glenn and Associates

Back Row Left to Right: Tony Crawford- MCO; Shirley Rankine- AirTran; Emily Witkop- LAS; Sherri Schrader-DEN; Cindy Crafton-AirTran; Chris Baumann-AirTran; Donna McElroy- LAS; Eileen Rodriguez- CISM Chairperson;



The Inflight CISM Team now has a total of 67 Peers system wide. For assistance please call 1-800-408-3220, we are available to help with any traumatic event, on or off duty, 24-hours a day 7 days a week!

*By: Eileen Rodriguez
CISM Chairperson
214-592-2014*

A irline A ngels

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, please email your story, name and employee number.
Please attach pictures (if available)
AirlineAngels@twu556.org

ASAP -VS- IRREGULARITY REPORT - VS- PROFESSIONAL STANDARDS

As Flight Attendants, we have several different reporting tools available to us, and I want to take the time to explain them to you.

The *Aviation Safety Action Program* otherwise known as **ASAP** is a voluntary program that allows a Flight Attendant to bring forth safety concerns without fear of discipline. Below are several points that may help you understand the program. You may file an ASAP report online by going on *SWALife > Inflight tab > crew member tools > ASAP*.

- ASAP is for **safety related items**.
- The ASAP report goes to a group comprised of the TWU 556, the FAA and the Company – all parties have equal status on the committee and are referred to as the Event Review Committee (ERC).
- ASAP is a **voluntary** process that gives Flight Attendants an avenue to share safety concerns - any safety concern can be reported in ASAP – it does not have to be a “self-report”; e.g. a safety infraction by Ground Ops can be reported in ASAP.
- The report is confidential (not anonymous) – when the Flight Attendant submits the report, the name is retracted by the ASAP Manager and not shared with anyone. The report that is read by the ERC has no information that identifies the submitting Flight Attendant. If the ERC feels that additional information is necessary, they will contact the Flight Attendant for clarification on the report – this is the only time the Flight Attendant’s name will be given to an ERC member. The submitter’s name is never shared with anyone outside of the Event Review Committee (ERC).

NOTE: If you receive a call from any of the ERC members it is imperative that you return the call, as the ERC will need additional information that can help get to the root cause of the safety issue. The report may not be accepted into ASAP if a request for additional information is ignored.

- The ERC needs very detailed information in their report – the “why’s” of the event. This allows the committee to try to find the root cause of the safety event.
- If the Flight Attendant wishes to file an ASAP report, it should be filed as soon as they become aware of the safety infraction.
- If an ASAP report is accepted into the program, discipline cannot be issued for an infraction that could have otherwise caused discipline to be issued.
- Information obtained through the ASAP program does not get shared with the base and does not get documented in your file.

We also have the ability to file *Irregularity Reports (IR)*; IR’s can be mandatory but can also be filed on a voluntary basis.

- An Irregularity Report (IR) is **required by the Company** in the event of an irregular operation, your Flight Attendant Binder details all the situations when an IR must be completed.
- An IR can be filed for any event you would like the Company to be aware of. When an IR is filed, the Company will look into the event and share the report with any departments that could benefit from the information in the report.
- An IR is a tool the Company uses to investigate or document a situation, and is mandatory if requested by the Company.
- An IR is not confidential and can be documented in the Flight Attendant’s employee file.
- If an IR is requested by the Company for a safety event, an ASAP report can be filed as well.
- Non-safety related events should be reported on an IR, not in the ASAP program.
- An IR should be factual, without your personal opinions or feelings about the situation.

Another program that is available to Flight Attendants is the *Professional Standards Committee*, a peer to peer group that deals with the following issues:

- Professional Standards is a group of Flight Attendants that help resolve issues between Crew Members without company involvement.
- Professional Standards is confidential.
- Professional Standards deals with issues involving CRM, FAR’s, Company Policy, Work-Related professional issues, and safety.
- CRM issues can be with Pilots as well as with other Flight Attendants.
- If the issue involves safety or FAR’s, an ASAP report can be filed as well.



I hope this information will help you understand the different tools we have available to us. If you ever have any questions please contact Michelle Moore at mmoore@twu556.org.

ON THE INSIDE, LOOKING OUT

Here I sit, seven months into my term as your newly elected 1st Vice President. It was such an honor to be elected. One day after the election results came in, I found myself realizing the magnitude of what I had undertaken. I sat down with my wife, Kristie, and discussed at length the trials and tests we would face over the next three years. We assured each other that family would always come first. I packed my bags and headed to Dallas for my New Officer Training. I was excited and nervous to meet with Board Members I barely knew. Our first week in training, and then in Executive Board meetings, was an interesting display of elected Flight Attendants learning their roles and places in this changed Union. As you know, we faced the largest transition in over a decade. With the exception of Karen Amos, Jimmy West and John DiPippa we were all newly elected Officers and we were eager to begin.

Fast forward to today. As I commute home from Dallas to visit my family in Baltimore, I realize profoundly what Union work means, and more importantly the commitment it takes to be a Union Officer. For years I attended meetings and tried to be a part of the process. I did not agree with many of the things the Executive Board did, and often thought that the prior Executive Board was not working hard enough. I thought to myself, "What are they doing in that office?" My answer was, "Absolutely Nothing!" As I reflect, I realize how foolish that statement was. One thing I have learned is: no matter who the Secretary, Office Manager, Grievance Team, Grievance Chair, President and Domicile Executive Board Members are, they, and now we, are a hard working group of Flight Attendants entrusted to make sure this ship stays afloat. I believe the current Union Team is doing just that, but in doing so I have a new found respect for the previous Board Members. I did not always agree with the Union's decisions, but those decisions were the result of hours upon hours of backbreaking and heartfelt work. The Union operates like a symphony, each Member with their own role, but together bringing sweet music.

Today, as I sit on the inside looking out, I see history repeating itself. I see Members criticizing those that were elected to represent the Members. I cannot say I like it,



but I can say I should have expected it. One thing I have learned is that you are never going to please everyone, and with a soon-to-be Membership of around 12,000, this statement has never been more true. A word of encouragement to all of our Members is this: I hear you; we are all listening. As you read this article, one thing you may not know, is that this Board hears and takes to heart, all your concerns, complaints and praises. Our decisions often-times are made based upon those words. In today's world of social media many have unrealistic expectations of instant results from the Board. One Flight Attendant may comment on a social media site, and a wave of critics add to it, wondering why at 4 A.M. their concerns have not been met. All I can say is that we are on it. Being on the inside now, I promise you, we are on it. Although we are listening to your concerns and comments, keep in mind it is our job to take those concerns and weigh them with the information we have, to make the best decisions for the group as a whole. Have faith in your Executive Board, your Grievance Team, Negotiation Team and your Shop Stewards. We are all working hard for you. If would like to send me feedback on this article, please do so at cclick@twu556.org.

*By: Chris Click
1st Vice President
214-640-4302*

*COS policy has been addressed by
the Company. (RBF 2012-117)*

*Questions regarding passport
re-imbusement may be
answered in RBF 2012-119*

General comments regarding the new dress is that although the size seems to be accurate to the shoulders, the rest of the dress seems about a size to large. Most FA's are having the dress altered for a better fit. If you call Land's End to get their opinion and you get the dress and it is the wrong size, they will pay for S&H return and re-send.

LOCAL 555 - NEGOTIATIONS UPDATE

If you haven't already heard by now, there are interesting events regarding negotiations taking place right now in our Industry. Our TWU Local 555 - Representing Ramp, Operations, Provisioning & Freight Agents of Southwest Airlines - has now filed for Federal Mediation. Some of the issues that have not been resolved between TWU555 and Southwest are:



- outsourcing 20% of Ramp jobs in all cities and limit staffing in smaller cities to 100% part-time employees - thus creating a transient workforce
- inadequate staffing has created safety issues in the work environment
- Company is proposing cutting sick-leave accrual and putting a cap of 80 hours in sick leave bank
- Company is proposing cutting healthcare and retirement benefits.



TWU555 feels the Company's requests are unreasonable and does not recognize the contributions that their Membership provides to the success of SWA.

For this very reason your TWU Local 556, is strongly backing Local 555 in their negotiations. With our Contract negotiations right around the corner, it is imperative that we, along with Local 555, make a strong statement to Southwest by supporting each other in the *Southwest Family Spirit* that has made us strong for 41 years. We know that for an employee to do their job well, and to provide that POS to our Customers, one needs security (eg: we have a job to come to, we have money to pay bills, our health care in place, etc). We are dealing with a different Southwest at Headquarters and our statement is "We want to keep the Southwest Spirit alive".

Below is Local 555's latest release,

dated October 13, 2012:

On September 11th, we informed the Company we had decided to file for federal mediation due to the lack of progress on any of our proposals over the past 15 months. On September 12th we requested federal mediation. The National Mediation Board has assigned us a case number and a mediator, Michael Tosi. Mr. Tosi initially scheduled December 3rd thru the 5th, 2012 to be the beginning of our mediation sessions. During a follow up conversation with Mr. Tosi we were able to acquire additional dates, moving the initial mediation session dates up to November 7th and 8th, 2012.

As we continue our station visits and Unity Events, it is invigorating to see our members (as well as our Sisters and Brothers from TWU Local 556) becoming more involved in support of our struggle for a fair and equitable agreement. It is our goal to visit every city by year's end so that everyone will have had the opportunity to hear directly from us about the company's assault on our contract as well as the importance of everyone's involvement. We cannot begin to emphasize how truly important your involvement is. This is a much different bargaining environment than the last few. Apathy has no place in our work group as we venture into mediation. Now, more than ever, we must become and remain united. We must all speak with one voice, and your negotiating committee is that voice. We will continue to provide you with the most current and accurate information; other sources, however well meaning, may not always be accurate. Please contact us with any questions regarding negotiations, as well as suggestions for improving our mobilization efforts.

We remain committed to the Membership's established priorities and would like to thank all of the Members who continue to send us feedback. Together we can ensure a solid future for all TWU 555 members and their families while continuing to contribute to the success of Southwest Airlines. Stay strong, united, and involved.

It is imperative that we band together, for divided we could all suffer at the bargaining table.



Please come and support Local 555 at the BWI Unity DAY, November 14. For more info contact Lucy White at lwhitehman@twu556.org

Apply for the TWU Local 556 Scholarship Program

Education is important to TWU Local 556, so our Local is proud to sponsor TWO Scholarships: The Paul Gaynor Scholarship, awarded to Members of TWU Local 556, and the Shanna M. Martin Scholarship, awarded to family members of TWU Local 556 Members.

*Enriching the lives of our
Members and their families*



Visit TWU556.ORG for complete Scholarship details and to submit online applications. Applications will be accepted December 1st, 2012 through December 31st, 2012.

The Paul Gaynor Scholarship

Brother Gaynor served as International Representative for Local 556 from our charter in 1981 to his retirement in 1994. During that time, he worked closely with six Executive Boards, providing support and counsel on a day-to-day basis. He helped to negotiate every Contract in our history prior to retirement.

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

The Shanna M. Martin Memorial Scholarship

The TWU Local 556 Shanna M. Martin Memorial Scholarship has been established to honor the families who support us in our careers as Flight Attendants and as Union Members. Shanna M. Martin was the wife of Stacy Martin, current TWU Local 556 President. Shanna was diagnosed with cancer in October 2002, a few months after the birth of their son, Kendon. In spite of these hardships faced by their family, Shanna encouraged Stacy to continue his Union work.

Application Requirements, Deadlines, and Awards

For both Scholarships, applications including application form, letter(s) of endorsement, and essay must be received by December 31, 2012 and will be judged and awarded by the TWU Local 556 Scholarship Committee consisting of the Local President, Scholarship Committee Chairperson, and a non-Member chosen by the Executive Board from the Academic or Labor communities. Awards will be announced by March 1, 2013. Notice of the winners will be published in a Unity publication and in the Union bulletin boards in all bases.

Arbitration Training

ARE YOU MOCKING ME?

Often times the Union and the Company will continue to disagree on an issue and be unable to resolve it themselves. Should this happen, the issue is resolved in a Board of Adjustment (BOA) or Arbitration hearing, which is part of the grievance process. These hearings are like mini court cases. Opening statements, witness testimony, evidence and closing arguments are presented by both sides. In a BOA, a panel will serve as judge and jury. In Arbitration a third-party, unbiased, certified Arbitrator serves as the judge. Union advocates who are Flight Attendants can do an amazing job representing a Grievant or the Membership. A Flight Attendant advocate can present a case against a Company attorney without being at a disadvantage. Even though we are not attorneys, we have thorough knowledge of the Contract and the job; this levels the playing field. The attorney may know the law, but we know our Contract and our job.

On October 4th and 5th, the Union held a mock arbitration at the TWU Local 556 Union office. During this training Executive Officers and Grievance Team Members learned how to improve their skills as advocates at a BOA or Arbitration. Led by the expertise of the brilliant attorney, Mark Richard, Grievance Team members and Executive Officers were given a real-life case to prepare and present in front of an actual arbitrator! This was a serious exercise, much like one the military would do. An actual arbitrator heard and ruled on the cases. Arbitrator Tom Humphries, an actual arbitrator, a professor and member of the National Academy of Arbitrators, ruled over the case; giving an opinion as he would in a real life case.

The case involved a Flight Attendant who had been accused of stealing property that belonged to a customer. Theft accusations are always difficult but some strange events existed in this case. The students were divided into teams and were told to split responsibilities of the case by having one person present the opening statement, another question witnesses and a third give the closing statement. Having received the case at two o'clock in the afternoon, the teams worked all night long to get their cases together and prepare their witnesses. Some advocates had to take on the Company's case and others presented for the Union. Everyone who participated gained invaluable experience from this event.

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



NEW GRIEVANCE CHAIR ANNOUNCED

The Executive Board has added a new position to the Grievance Committee. BECKY PARKER, who has very capably worked in the Union office for years helping carry the workload of grievance cases, is now a full-time Grievance Chair, assisting Lyn Montgomery in her duties as Executive Grievance Chair. This addition will allow the Grievance Committee to provide more time and resources to assist Local 556 Members who have grievance issues with the Company.

ACCOUNTING NOTES: WATCHING THE BOTTOM LINE

You Gotta Pay Your Dues!

As the saying goes, there's no free lunch. At least there shouldn't be when it comes to Union benefits.

Every Member of our Local enjoys the same industry-leading wages and workplace rules that our Contract provides, with access to advice and support from our Grievance Team and Shop Stewards when problems arise on the job. Membership dues make these benefits possible.

While most of you are responsible and pay your dues diligently, there are those Members who expect a free ride from you and your Union. Today, unpaid dues total more than \$75,000 -- and about \$65,000 of that amount is more than 90 days past due.

Please, if you owe Union dues, pay them. You can do this online through the TWU website. If you cannot afford to pay the full amount at once, we are happy to work out a payment schedule with you. As we prepare for next year's Contract negotiations, it's important that the funds are available to pay for the work that lies ahead. Your dues are a smart investment in your future.

A couple of things to note:

A complete audit of our back dues records was done in 2007 and those files are regularly updated and checked for accuracy. The back dues invoices we send each month are correct.

You do not owe dues for any month in which you were on leave of absence and not receiving any form of Union-negotiated compensation, such as sick leave, salary continuation or vacation.

Expenses -- Where Your Dues Go

As with any organization, salaries account for our largest expenditure, comprising about 50% of our total expenses. Salaries cover compensation paid for any Union work done for the Local, including that of Shop Stewards, Officers and the staff who work in the Dallas office.

Our second largest expense is paid to the International Union, to which we pay 30% of our dues-related income. The assessment fee, which is used only for negotiating our contract, is not subject to the 30%, only the dues money we collect.

After those expenses are paid, the remaining 20% (approximate percentage) pays for rent, utilities, office supplies, computer expenses, website maintenance, insurance, travel-related expenses and legal expenses (the largest expense in this category).

Election Expenses: Three Union elections were held this year: the Officer election held in March, followed by the first TA election in May and the second TA election in September, costing the Union about \$20,000 per election.

Leadership Training Expenses: When a new Executive Board takes office, training to prepare the new Leadership for their tasks ahead is a substantial expense. Along with a new Board comes new Committee Chairs and

Committee Members who require training as well.

As per our bylaws, new Shop Stewards must be trained within 45 days of being elected. These training sessions -- attended by nearly 200 Shop Stewards in 2012 -- require a lot of preparation and resources. The benefit: your Shop Stewards are very well trained and ready to represent you when you need them.

Your Grievance Team has upgraded to new software that allows them to track grievances more efficiently.

Looking Ahead -- The Annual Budget

Our Union's fiscal year begins October 1 of each calendar year and, as required by our Constitution, we will undergo an annual audit of our finances to be conducted by an independent accounting firm. Our current auditor, Albee Richardson, is retiring this year, but he will stay on to train the new auditing team who will pilot the task this year. The new accountants are locally based and have no prior relationship with any officers or staff of our Local.

Due to the heavy agendas facing our Executive Board, with upcoming NT interviews and appointments scheduled for this month, the annual budget will probably not be approved until the EB meets in December.

The budget serves as a guideline document. All non-negotiating expenses are paid from the general operating account. A second account, the NT account, is financed by the assessment fund and is used only for Contract negotiating expenses. The funds in the NT account, however, are not enough to finance the entire Contract negotiation process, so funds from the general operating account must also be used to subsidize Contract negotiation costs.

As I hope you can see, the Union runs on a very tight budget, so, please, pay your dues on time. It's the right thing to do, for you and your Union.



Jerry Lindemann
Financial Secretary/
Treasurer
HOU Flight Attendant
treasurer@twu556.org
214-640-4304

ASK NOT ...

by Lyn Montgomery

Executive Grievance Committee Chairperson
214-640-4317

We are in times of significant change at Southwest Airlines. New aircraft, international destinations, more Customers per plane, four Member Flight Attendant crews, and the addition of AirTran Flight Attendants into our Culture are all things we have never experienced before. President John F. Kennedy's inaugural speech in 1961, contains many sentiments that can assist us, and guide us, as they relate to our times of change. He may have been discussing a more global issue but it can apply to us in many ways. His words "Ask not what your Country can do for you but ask what you can do for your Country" inspires the question, "Ask not what your Union can do for you - ask what you can do for your Union".

During this address President Kennedy stated, "We dare not forget today that we are the heirs of that first revolution. Let the word go forth from this time and place, to friend and foe alike, that the torch has been passed to a new generation of Americans--born in this century, tempered by war; disciplined by a hard and bitter peace, proud of our ancient heritage--and unwilling to witness or permit the slow undoing of those human rights to which this nation has always been committed, and to which we are committed today at home and around the world"

The changes have made us all a new generation. We as Flight Attendants at Southwest Airlines dare not forget that we started with a rinky-dink start up airline and worked hard. We cannot forget those "Hot Panters" and Senior Mamas and Papas who paved the way that we all followed. We have been unwilling to accept less and have given more. Our commitment to perfecting legendary Customer Service led to a standard; earning us an industry leading contract. We should not want to see either one of these be compromised. We have worked hard in the past to earn good quality of life work rules, fair pay and reasonable duty day limits. We must not let these be lost through complacency or expectancy. We must remain committed to these goals.

He continues "Let every nation know, whether it wishes us well or ill, that we shall pay any price, bear any burden, meet any hardship, support any friend, oppose any foe to assure the survival and the success of liberty."

Let our Company know that we will pay any price, bear any burden, meet any hardship, support any friend and oppose any foe to ensure our industry leading Contract is maintained. We will do this not by being overly critical of Union Leaders, our fellow Flight Attendants or even Management but by coming together to obtain a common goal. Criticisms for the sake of personal or political vendettas and reporting each other to Management will only tear down, divide and destroy us. Patience, acceptance, forgiveness and tolerance should be adopted instead. True devotions to nurturing our Leaders will serve to improve, escalate and unify. This will serve us better.

"To those old allies whose cultural and spiritual origins we share, we pledge the loyalty of faithful friends. United there is little we cannot do in a host of cooperative ventures. Divided there is little we can do--for we dare not meet a powerful challenge at odds and split asunder."

In our times of changed leadership, we must work for one common goal. Groups that have tireless complaints and leave no room for improvement or growth will stifle us and ultimately we will all pay a high price.

President Kennedy explains this to us when he says, "We shall not always expect to find them supporting our view. But we shall always hope to find them strongly supporting their own freedom--and to remember that, in the past, those who foolishly sought power by riding the back of the tiger ended up inside."

Opposing views do not have to divide us. Instead they should prove to make us stronger; if we are open constructive and willing to allow for improvement.

We have the energy, the faith and the devotion to keep our Union and Company strong. Each one of us has a part to play. The bare minimum we can do as a Union Member is to vote on all issues that concern us and keep abreast of the information available to us through the Union.

As Employees of Southwest Airlines, we can commit anew to providing legendary Customer Service and set new personal goals to achieve an even higher work ethic.

"The energy, the faith, the devotion which we bring to this endeavor will light our country and all who serve it - and the glow from that fire can truly light the world."

With a renewed commitment we will endure and we will not lose the strides that we have fought for years to gain. Our success lies in asking ourselves this one question,

Ask not what your Union can do for you - ask what you can do for your Union?



SIDE LETTER 10 UPDATE

So now that Side Letter 10 is a part of our Contract, what changes are going to take place?

If you have visited SWALife in the past few weeks, you're already privy to many of the new and exciting developments:

- **Oct 15th-19th:** B737-800 proving runs from BWI, HOU, and MCO to Puerto Rico. Puerto Rico is a "Near International" destination under Side Letter 10 and even though it's not true international, the passing of Side Letter 10 was essential for Southwest to "make the motions" to fly outside of the contiguous 48-states.
- **Oct 22nd:** The addition of a "Near International Per Diem" section to our payroll reports. The amount will be zero "\$0.00" unless you actually fly a Near International Pairing.
- **Oct 24th:** After a week of successful proving runs, Southwest receives approval from the FAA to conduct FLAG operations. With FLAG certification, Southwest now has the ability to conduct scheduled flights outside of the contiguous 48 states. Southwest still does not have the ability to conduct extended overwater operations, which is why, if you look at the flight paths of the Puerto Rico flights, the planes stayed within 162 miles from the nearest shoreline.
- **Oct 25th:** Vamonos is back! Yes, the "Spanish Version" of Southwest.com has been resurrected and I'm sure it has nothing to do with us about to announce Southwest flights to/from Puerto Rico <insert sarcasm here>. Southwest.com/Vamonos will be essential to our Spanish-speaking-only customers when we eventually add flights to Mexico, the Dominican Republic, and beyond.
- **Nov 1st:** What we've all been waiting for...Southwest service to Puerto Rico! Service begins in April and Southwest will fly to Puerto Rico from Orlando and Tampa. Again, Southwest could not have initiated service to Puerto Rico without an agreement with the Union. Side Letter 10 made this possible.

So what went into effect on September 21st -the date that Side Letter 10 was ratified?

- **ADG of 6.5 per domicile day:** Other than one-day pairings (e.g., turns) you are guaranteed [an average of] 6.5TFP per domicile day. You won't see the benefit of this pay protection until we incorporate Red Eye/Night flights into our schedule, but when we do, you'll see that this RIG is, by far, the most important part of Side Letter 10. By establishing ADG as 6.5 per domicile day (0300-0259 Local) you know that, regardless of how little you work, your trip is guaranteed to pay at least 19.5 if you're gone for 3 days, even if you have days without any flying in them (e.g., really long layovers). No other workgroup in the airline industry has an average calendar day guarantee—it simply doesn't exist. Our Contract continues to be the envy of the industry!
- **Passport Expense Reimbursement:** You are able to submit a request for reimbursement for all passport expenses

(photos, fees, postage, etc.) by creating an *expense report* on SWALife—launch "about me" then click on "my expenses". **If you have trouble using the expense report system on SWALife please bring your receipts into the Inflight Base so they can help you.**

- **Ground Transportation:** You may have never been "bused" before, but if you have, you may know that if you're "bused" from one airport to another, you're compensated \$15/hr while you're in transit, minus 15 minutes. If you are "bused" now, you will receive 1 TFP for the first 2 hours and then 1 TFP/hour afterwards. Keep in mind that the "first two hours" starts the moment you block into the gate, so if it takes you 40 minutes from block-in to the curb, you are already 40 minutes into that 2-hour timeframe.
- **Ready Reserves can self-assign pairings** that check-in before 0500 Local Time. Eventually you'll be able to do this through CWA, but for the time being, you'll have to call scheduling to pick up the assignment. Keep in mind that on the first day of your block, you cannot be assigned (or self-assign) any pairing that checks in before 0300 Local Time.
- **You can deadhead on another airline** at your standard TFP rate (or VJA rate if flying for VJA) and within your current duty day limitations. We probably won't see this until we start flying to "far off" destinations like Hawaii and Central/South America since this is very costly to the company. So don't expect to see it too often.

What will you be seeing in the "near" future?

- **December 1st:** 1-for-3 THR (trip hour ratio) RIG goes into effect. What does this mean? It means that ALL PAIRINGS (not just Near International) flown from December 1st and after will be guaranteed **1 TFP for every three hours away from base**. This is a pay guarantee, or RIG, and it works the same way as every other RIG: it will pay out only if the RIG pays more than the "straight time pay" for the pairing and all other RIGS have been met. You will rarely see this kick in on 2-day trips and sometimes on 3-day trips (especially on those that start early on the first day and end late on the last day). No other airline workgroup has a THR or "trip rig" of 1-for-3 and you should be comforted to gain, yet again, another industry leading pay protection in your contract.
- **Before December 10th:** The LODO Subcommittee (created in Side Letter 10) will be formed. The LODO subcommittee consists of 6 members (3 ap-



A RIVETING STORY

pointed by the Company and 3 appointed by the Union). The LODO subcommittee has a broad range of responsibilities and duties including, but not limited to, designating which flights are to be considered LODO flights, which testing service will be used to qualify a flight attendant as a LODO speaker, what the scheduling and bidding policy will be, and which language training program will be available to flight attendants wishing to learn a foreign language. Are flights to Puerto Rico going to be considered LODO flights? We do not know the answer to that yet. It will be something that the LODO subcommittee considers in the near future.

- **Before September 21, 2013:** You will have the option to view any pairing in CWA or the Bid packet in Local Time. You will still be able to view them in Central Time.
- **Sometime next year (2013)**—Overwater/Near International training is scheduled for 2013.: You will be trained and certified to do overwater flights, which involve donning a life vest and climbing into a raft. The training events are most likely going to take place in domicile and no swimming experience or bathing suits are necessary. Each day of in-person training will be compensated at 6.5 TFP and if there is an online component, you will be compensated 2 TFP. You will realize the other aspects of Side Letter 10 when Southwest starts Red Eye Flights, Language of Destination/Origin (LODO) Flights, and Near International flights. We will let you know what these changes are once Southwest actually announces these types of flights.

The term “Rosie the Riveter” was first used in 1942 in a song with the same name, which was recorded by numerous artists. Popular big band leader Kay Kyser made it a national hit. Check out this tune on Youtube: <http://www.youtube.com/watch?v=Z18AWDXSLBQ>. The song portrays “Rosie” as an assembly line worker, doing her part to help the American war effort. In 1942, an artist from Pittsburgh, J. Howard Miller was hired by Westinghouse to create some posters for the war effort. One of these posters became the famous “We Can Do It!” image. The intent of the poster was to keep production up by boosting morale. (WOW, Awesome idea!!!) It was shown only to Westinghouse employees in the Midwest during February 1943, and then it disappeared for nearly four decades.



To me, “Rosie” could be “Bert the Baggage Handler, Roxanne the Ramper, Pat the Provisioner, or even Tina the TWUer. That image embraces all of us – Women and Men. Rosie is the symbol of a strong woman in the work force and a productive asset to her Company. REMEMBER . . . We have persevered! WE have stood in Unity! WE have always pulled out on top because WE sell it, the “Southwest Style,” the “SWA Brand.” In the planes WE have FUN!!! WE give “Positively Outrageous Service. WE promote our UNIQUE CULTURE, and most important, WE CARE!!! You are “The BEST in the industry,” So, why are they telling us that we are not??? OH, my inner “Rosie” is rising.

We hear the plea of TWU Local 555 and what the Company is offering them in negotiations. Mostly it is what they are NOT offering them . . . A sick leave policy that is atrocious. They want to bring in part time help, no benefits. Management wants all ground workers to be more productive. Work harder with less people. This causes injuries! They can be forced to do mandatory overtime for days in a row. No extra raises for cost of living. You know, I would dare to say that “Bags Fly Free” was a success because of our ground people. They have been in negotiations for 15 months and are still waiting for the Company to bring something fair to the table.

Since becoming an Executive Board Member and working in the Dallas Union offices, I draw some strength from the picture of Rosie on the hallway wall. It reminds me that I must be strong and stand up for our Members, which I am very proud to do. I am asking that you show support for our Brothers and Sisters of TWU Local 555, by letting them know that you appreciate them and recognize the hard work they do. Tell them, “We’ve got your back!” Leave an uplifting note in the galley. I’m sure they would luv a candy treat. Do what you do best and that is CARE! By showing support you can keep production up by boosting morale. Stay informed and be ready, because our negotiations are next!!!

See 555 & 556 Unity Days article on page 19.

By: Val Lorien
Contract Negotiator
214-640-4338

P.S. I know this is not in my usual “Coffee Talk” style, but once in a while I have to put the red bandana on and stand up on my soapbox. And to all you male FA’s. Your article will be next.

Latte’s LUV Tina Coffee (Mamajava)
Board Member at Large
214-640-4317

YOUR OFFICE STAFF



Kathy Anderson
Grievance Committee
Team
DAL Flight Attendant
214 640 4319

Hi, I am Kathy Anderson. Before Southwest, I worked for a Dallas Architect and as the industry was falling into a slump, Southwest was picking up speed and a friend suggested I apply. Well, I made it through probation and am still here – 26 years later! In my early years I was classically trained on the flute, thus I chose to attend North Texas State. Somehow the flute went by the wayside and I ended up with a Psychology/Counseling degree.

I have been involved with Union work 14 years of my 26 years at Southwest Airlines. I began as a Shop Steward, became a member of the Grievance Staff, then took on role as Recording Secretary and now I am back on the Grievance Team. I have such a passion for working on the Grievance Team and Arbitrations.



David Feather
Grievance Committee
Team
MDW Base
214-640-4354

My name is David Feather and I am a Grievance Specialist in the TWU556 office. I have been a Flight Attendant for Southwest Airlines for six and a half years and in the Union office for approximately three months. I am currently MDW based and was also previously based in BWI. I was born in Marietta, GA thirty-two short years ago and I grew up there until I was 12 when my family and I moved to Pennsylvania. I am a graduate of Drexel University with a Bachelor of Arts degree in Communications with a concentration in Global Journalism. In college my goal was to be the next Anderson Cooper. In my spare time I enjoy reading, studying military history and hanging out with friends.



Kimberly Colmenares
Executive Member-
ship Coordinator
MCO Flight Attendant
214-640-4345

By the time this article comes out, I will have celebrated my 24th Anniversary at Southwest Airlines. Time has definitely flown. I worked at Headquarters in Finance and Customer Relations prior to becoming a Flight Attendant, a little over 18 years ago. I have been a Dallas and Orlando base Shop Steward. I have also worked in the Local Union office as a Temporary Office Member, off and on, for many years. Currently, I am the Executive Membership Coordinator. I spend the majority of my day working on our Dues System and the rest of my time is spent writing passes, coordinating hotels/rental cars, organizing the Membership Meetings and working on special projects.



Robin Brewer
Communications
Co-Chair
LAS Flight Attendant
214-640-4351

Growing up as a child of an airplane mechanic, I spent an abundance of time flying on airplanes. I loved everything about the airplanes and I remember the Flight Attendants always being so nice ... 'I wanted to be one of them when I grew up'. Although things didn't work out on my first interview with Southwest when I was 20 years old (I was 6 months pregnant ... they didn't hire me), I was destined to be here. After my last child went to college, I sent in another application and my dream came true.

In between that first interview and the present, I had three amazing daughters; they are the light of my life. My oldest daughter and her husband have blessed me with two beautiful, spunky, smart, precious granddaughters! OK, so now they are the light of my world!

While raising these girls, I ran a graphic design/advertising company for 18 years. Recently I flew with a gal that works at our Union and she mentioned they needed help with publications. I submitted the application requirements and later received a call congratulating me on the appointment of Communications Co-Chair. I knew little regarding the Union, but a lot about publications.

Like all the other "new people" in the Union Office, I jumped in and did what needed to be done. After working at the Union office for almost five months now, I can honestly say that the folks at the Union are working selflessly for the Membership. The energy in the office is dynamic and I am proud to be a part of this Administration.



Sara Cunningham
Grievance Committee
Team Lead
DAL Flight Attendant
214-640-4320

I'm Sara Cunningham, but most of you may know me as Sara King (more on that later). I've been a SWA Flight Attendant since March 2005. I have been based in BWI, MDW, HOU & currently DAL. I still love to fly, and try to do at least one 3 day per month. Although I do not fly a full schedule, I'll never forget the "challenging" aspects of our job; sitting Reserve, commuting (without an actual Commuter Policy), 4 day pairings, ALWAYS being the junior person (that hasn't changed). But those things are overshadowed by all the cool stuff we get to do as crew members for the best airline in the world!

I've been working in the Union Office since Halloween of 2007. I started as a temp, and was then hired full-time a few months later as a Grievance Specialist. I was recently given the opportunity to be a part of the "closing team". We focus on cases that have been slated for BOA (Board of Adjustment) or Arbitration. I've also been designated Grievance Committee Team Leader, where I assist the current Grievance Staff with their discipline/contract grievances; as well as monitoring all the information that is kept in our Union's database. I am extremely proud of all the accomplishments our Union has done over the years and tremendously excited for our future!!! I have gained so much knowledge and continue to learn something new every day.

This past April I married my best friend, Kevin. We tied the knot on the exact date we met back in 1991. Yes, after 21 years of "dating" we decided to make it official. We do not have any kids, but for those that know me already know my furbabies ARE my kids! We have a rescue dog, Layla. A rescue cat, Kittygirl and a BIG Siamese cat named Puma (adopted from coworker/friend Kathy Anderson's Mother in law).

Some things you may not know about me. I love IndyCar racing, I'd move to London in a heartbeat if the opportunity arose, I love roller coasters, I live on sugar & Mt. Dew, it could rain/snow/sleet every day and I'd be happy! And I cringe every time I hear the words "moist", "plethora", "snack", and "ad-hoc" ...just to name few!



Barbara Fitzhugh
Grievance Committee
Team
HOU Flight Attendant
214.640.4318

Hi, I am Barbara Fitzhugh. I am a 5 ½ yr Flight Attendant, and have been based in BWI until this month when I finally made it to Houston! Although I call the Dallas area home, what a relief to be in driving distance to my base!

I began working in the Union office in May, 2012. While I miss the flexibility of flying, I do love working at the Union office for YOU the membership. It has been a huge change in my life and a learning curve to go from cokes and peanuts to No Shows and Overfly!

In my previous life, I was a Detective with the Dallas Police Department. I spent approximately 18 ½ years in service with the police department, working several positions including Patrol, and Detective in Youth, Narcotics, Auto Theft, with the last 12-13 years in the Family Violence Division. I made the decision to retire early due to the terminal illness of my husband.

At the time I am submitting this information, I am still considered a newlywed, as I remarried last year in October and I am flying through my first year of marriage. I have two wonderful adult children; daughters, Shawn and Amber, along with a bonus daughter, Brittany and bonus son, Daniel. Additionally, I have 2 wonderful, fabulous, adorable, cute beyond belief, super special grandsons; Phillip (3) and Christopher (22 months) and a beautiful and adorable bonus granddaughter, Lily. I suppose some folks might accuse me of being biased!

In closing, I guess my days of flying under the radar are over. I understand they are even including my picture with this article, so now you will all know what I look like.....



Amy Harthausen
Grievance Committee
Team
DAL Flight Attendant
214-640-4306

My name is Amy Harthausen. I started my career with Southwest Airlines in 1999. I had just graduated college with an Elementary Education degree and decided I would put off teaching for a little bit and go fly. Thirteen years later, I am still here. When I started at Southwest, I was based in OAK and soon force based to BWI. That is where I met my husband Chuck, so moving to Baltimore was definitely a blessing in disguise. I was born and raised in Texas, so after flying for a year in BWI, I convinced Chuck to move back to Texas with me. We have been married six years and have a three year-old daughter Ella.

I have been serving the Membership on the Grievance Team for 12 years. If you have ever called the office there is a good chance I have talked to you over the years. I do my best to answer Contract questions, research issues, and educate our Members. It has been a great experience and I am very proud of the accomplishments this Local has made.

YOUR OFFICE STAFF



Alice Hinckley
Grievance Committee
Team
Alice from DAL!
214-640-4350

Alice from Dallas – I’ve been with Southwest Airlines for 23 years. They hired me when I was twelve!! I am a single Mother of two, an eighteen year-old daughter and a very active ten year-old son, who keep me very busy. In my “spare” time, I like to participate in various “runs”, so being able to run in cities across the U.S. has been great! I also enjoy working in sales at Texas Motor Speedway during the three races they have each year. It is fun and something different to do.

I have worked in the Union Office for about 4 month now and as much as I luv flying, I truly enjoy working in the Union Office. The camaraderie with the other Flight Attendants that work here is something to look forward to every day. My job at the Union is to schedule all meetings held between Flight Attendants, Shop Stewards and Management. I am happy for the opportunity to assist our Members in any way I can.

My name is Dana and I joined the Southwest family in 2007 after a long career as a Conference Manager. Initially based out in MCO, I later moved to HOU until being force based back to MCO for an additional round at the House of the Mouse! Traveling has been a constant in my life as a military spouse with 23 years of service, a decade of organizing conferences around the world, and a short stint with America West thrown in for good measure! What a perfect fit for the lifestyle of a flight attendant. Originally from Louisiana, I have lived in Dallas for 11 years and am married to a Dallas native. Between the two of us we have 7 kids, all adults scattered throughout the country. I am excited to be a part of the Grievance Team and to expand my ability to help fellow Union Members.



Dana Perkins
Grievance Specialists
HOU Flight Attendant
214-640-4353

My name is Madeleine Howard, I was hired by three fantastic women, Mary Longobardi, Kay Hogan & Terri Kaiser, it was twenty three years ago. The Local was very small in 1989, we had about 1000 Flight Attendants. Since I had the honor to serve under Paul Sweetin, Thom McDaniel and now under our new president Stacy Martin. The local has been my home, you saw me laughing, you saw me crying.... Everyone who came and work at the Local came with a

servant heart for the betterment of our membership and of the labor movement, everything we do benefit one another. All of you have been a joy to work with, there is no space to name all of you, Southwest/TWU have the best Flight Attendants group. I love you...



Madeleine Howard
Executive Administrator
214-640-4315

I’ve been a Flight Attendant for Southwest Airlines since 1996. I’ve flown out of 5 different bases, but know most of you from the 11 yrs I spent in Oakland. I loved living in California. It was heaven for me. As much as I miss it, as well as all of the wonderful people I worked with out there, I made the very difficult decision to move home to Dallas October 2010.

I know when I got the call from the Union to become a member of the Grievance Staff, the answer I gave was, absolutely, the correct one. I have been so lucky to become part of this amazing team at TWU. My first week was a little crazy, so if I spoke with any of you over the phone at that time, you probably heard my “rookie” nerves.

I’ve settled in nicely and enjoy my life in Dallas. I spend time on the Katy Trail to get the nature fix I miss, since living in California. I’ve had lots of fun catching up with old friends. There is no shortage of fun and nightlife in Big D! Also, we have a great art and live music culture that I enjoy often!

I don’t have children or pets which allows me to have extra energy for my new passion --being a Union advocate. I am happy and eager to serve my fellow Members.



Kristen Loucks
Grievance Committee
Team
MDW Flight Attendant
214-640-4355

YOUR OFFICE STAFF



Renda Hobbs-Marsh
Grievance Committee
Team
HOU Flight Attendant
214-640+4337

I am Renda Hobbs-Marsh, a Member of the TWU556 Grievance Team. My career with Southwest began in 1993 as a wide eyed, eager to fly Flight Attendant. Upon being hired, one of my Trainers, Bobbi Tyndall, told me that we give all SWA Flight Attendants 2 resources to equip you to doing the best job possible – The Flight Attendant Manual and The CBA – Contract. This could not have been more valuable information. So I took it to HEART, no pun intended.

I have enjoyed working with the amazing CISM Team for 6 years and often assisted in the Union as a Temp over the past 10 years. Now as a full time 556 employee, it is an honor to pick up the phone at The Union Office and know that I have been given the skills and knowledge, through Grievance Training and Case Management to assist my work group. The office moves at a faster pace and is an amazing place that is fueled with fellow Flight Attendants that desire to make sure that every inch of the Contract is upheld.

My time away from the office is spent with my Husband, Troy, of nearly 15 years and our 3 super-busy kids and all their dreams- 13 year old Ballerina- Raven, 12 year old Track and Field Athlete –Rachel and our 7 year old DS Master and QB football star- Deuce (Lil Troy).

In closing just a few betcha didn't know facts about me: my favorite color is orange, I love the beach/pool but not as a swimmer, I listen to Reggae everyday and I am an only child so I embrace everyone as family and if you call me at the office, please know - I give it all I've got every day.



Becky Parker
Grievance Committee
Chair
DAL Flight Attendant
214-640-4321

My name is Becky Parker and I am a Dallas based Flight Attendant. I began my Flight Attendant career at Southwest 14 years ago. My husband and I have 3 beautiful boys, a dog and a cat. Our oldest son currently serves as a Medic in the Army, our middle son is 7 years old and our baby boy is 14 months. I currently serve as a Grievance Committee Chair and have been doing Union

work for 10 years. I live in the small town of Melissa, Texas, where I grew up. My amazing parents are happily married and still live in the same house that I grew up in. I have three older brothers and lots of nieces and nephews. I would describe myself as honest and genuine. I am absolutely honored and privileged to serve the Membership and enjoy working, gardening and being a mom.



Lyn Montgomery
Executive Grievance
Committee Chair
DAL Flight Attendant
214-640-4317

Since I was born in Northern Ireland and immigrated to the USA at a young age, I spent much of my childhood travelling across the Atlantic on jet planes. I grew to love the roar of the engines, the thrill of take-off and the smile of a Stewardess. Growing up I did not think about becoming a Flight Attendant, instead I gazed up at planes flying overhead and wished to be on them. Little did I know that wish would one day become reality when in 1992, I went to work for a small regional carrier based in Atlanta. Three years later I graduated to the "big planes" at Southwest Airlines. For the next twelve years, I happily flew around one hundred and thirty trips a month, sitting reserve every other month, experiencing both the hard work and the joys of flying the line. Having been based in Oakland, Houston and Dallas, I learned the trials and tribulations of moving across country to your base, the perils of commuting (without a true commuter policy) and the frustrations of "Junior-ity". Searching for answers to help me understand these difficulties I began to pay more attention to Union Activities. I started by simply reading the Contract. I began counseling others on what it said. Slowly, I entered Union work by first becoming a Precinct Captain. In 2007, I was asked to come to the Union Office and interview for a position on the Grievance Committee because my knowledge of the CBA had been noticed. Since then I have had the honor of holding the positions of Grievance Specialist, Dallas Shop Steward, BOA and Arbitration Coordinator and currently Grievance Committee Chairperson.

YOUR OFFICE STAFF



Beth Ross
Grievance and Solutions
Team
DAL Flight Attendant
214-640-4327

I am Beth Ross and am proud to serve on our Local Grievance Team, representing my fellow Flight Attendants. My career at Southwest Airlines began 20 years ago, and I have been Inflight for 16 years. I have flown out of five different bases, MDW, PHX, HOU, BWI and DAL; and lived in Phoenix and Annapolis.

I began work in the Union office in May 2012. I chose to serve in this capacity because I am passionate about our workgroup and I want to be an advocate for our Flight Attendants.

As a native Texan, I love Mexican food and am happy to be back in Texas. Although I enjoy spending time with friends and family in Texas, during our hot summers, I spend as much time as I can in Colorado.

My name is Christopher St. Julian. I started my career with Southwest Airlines in 2000. Before I began my career with Southwest Airlines I taught High School History and Classical Piano Performance. After teaching for a few years I decided I would put off teaching for a little bit and go fly. 12 years later, I am still here. When I started at Southwest, I was based in MDW and had the time of my life. I knew I made the right decision to leave my teaching career to come to Southwest Airlines. I have met some of my closest friends and acquaintances for life. Currently, I am a part time college history teacher and perform in various classical orchestral piano performances in Dallas, Texas.

I have been serving the Membership on the Grievance Team for 5 years. It has been a great experience and I am very proud of the accomplishments Local 556 has made.



Christopher St. Julian.
Grievance Specialist
DAL Flight Attendant
214-640-4342



Dean Walker
Communications
Co-Chair
DAL Flight Attendant
214-640-4312

I do not think anyone ever starts out thinking; I am going to work really hard at my job. It just happens often enough that you just fall into a pattern. You work hard, do your job well, and come to work with a good attitude, helping out your co-workers, and all of a sudden – people like having you around. Your employer and co-workers appreciate the hard work you doing. I guess I am ‘that guy’! In fact, my whole family is like that. I am very proud of them and their dedication to their careers.

My career with Southwest Airlines started out in 1982 when I heard Southwest had just hired its first male Flight Attendants. Like many of the FAs I have flown with over the years, at the time I thought, “That sounds like it would be fun for a couple of years”. Well, then you are hooked. You get to travel, have a good time while working hard with fun and hardworking co-workers, meeting people, changing scenery, see things, do things; then get up the next day and do it all over again. How could this not be the best job in the world?

I married my best friend, Colleen, a couple of years later and it wasn’t long before we had two amazing children to complete our family. Our son Ryan is a restaurant manager and our daughter Alisha is in customer support and training for a company that sells business copiers and all-in-one machines; and not surprisingly, they too turned out to be hard workers – and intelligent to boot.

While I have enjoyed having the flexibility to continually work double-lines over the years, some of my most rewarding work experiences at Southwest have been on special projects and the people I have worked with on those projects. For instance, back in 1997, a new administration of Union Leadership tapped me to represent a Union committee in acquiring home access to our scheduling system. We wanted what the Pilots had and that was Maestro. Therefore, I jumped at the opportunity to help implement this new Crew Tracking software to the Flight Attendant ranks, which turned into several years of working with really great Flight Attendants assigned to the project, and in the Union, people from Flight Ops (our Maestro and Home Access mentors), Inflight Automation, Crew Scheduling, the Technology Department. Together we were able to mold what started out as a very basic framework of generic-airline Crew Tracking software barely running over 28.8k modems through CompuServe into the highly-accessible, intricately complex and connected CSS and CWA we know today. Believe me when I say that the system we are running our business on today bears little resemblance to the Crew Tracking software we leased 15 years ago.

When the opportunity arose earlier this year to serve the Membership as a Co-Chair of Communications and Webmaster, again I did not hesitate to jump at the opportunity. Although it should have come as no surprise to me, knowing a thing or two about Southwest Flight Attendants as I do, I would again be working long days and nights in technology with hardworking, dedicated and fun-to-be-around FAs. I feel like I hit the Trifecta!

DEFENDING YOUR CONTRACT; EARNING YOUR TRUST; PROTECTING OUR LOCAL'S AUTONOMY

Dear Local 556 Member:

Your vote in September to ratify Side Letter 10 has allowed us, as a Union, to clear a major hurdle that is now behind us as we prepare for Section Six negotiations set to begin June 1, 2013.

By approving Side Letter 10 -- the tentative agreement concerning Near International/Overwater Flying -- we have acted in good faith to support Southwest Airlines' business plan for future growth, expansion and increased profitability. ***But with our support we state our expressed and steadfast intention to maintain our industry-leading contract and work place rules.***

I'm ever mindful of the fact that this agreement passed by a slim margin of 273 votes. For those of you who voted against ratification, I assure you that we will make every effort to listen to your concerns and address them in the coming months leading up to negotiations.

International flying is only one issue before us. Many of you have expressed concerns (which I share) about the Company's direction on several other issues, such as the ongoing Company-mandated meetings. I fail to see any benefit derived from these meetings and, in fact, fear they are adversely affecting morale. It is my opinion that the Company should establish the program's criteria, provide a timeline for its duration and, after a stated period of time, produce some measured results.

While the Company has a right to manage its workers, some of these meetings are being used for disciplinary measures, clearly operating outside the terms of our Contract.

The SLI is a sensitive issue -- for some, a highly charged emotional issue -- that has resulted in many Flight Attendants feeling slighted with regard to their standing in the Company and among their fellow Flight Attendants. Although the SLI was passed before the current Board was in place, it appears to have created some mistrust not only with the Company, but with the Union as well. But the SLI is signed and we need to make every effort to move forward together as a Union committed to the best interest of all its Members.

Regardless of how you came to be a Southwest Airlines Flight Attendant, I work for you and I want to earn your trust. I will make every effort to address your concerns clearly and concisely with timely, accurate and straightforward information. This has been and will continue to be a top priority for me as your President.

Another issue facing us concerns the International Office's disregard for a certain article in our Contract, Article 15.10. This Article clearly designates who has the right to allow for pulls to do Union work, whether that work be Union business for the Local or Union business for the International. The International disputes the intent of the language found in Article 15.10 and continues to override our directives. The Company has failed to provide any resolution in this matter.

Therefore, your Executive Board will seek a resolution with the International through arbitration in the near future. Our Contract is a sacred trust between the Union and the Company and we must always be ready to take appropriate measures to defend its integrity at any time. In the same spirit, we must also defend our Local's autonomy. It is the central core of our Union and we will fight to uphold it. We will update you with further developments as they occur.

As you can see, we have some challenges ahead that we need to deal with swiftly, but prudently. It's our job as your Executive Board to protect your interest first and foremost and we will work together to accomplish the tasks at hand.

Thank you again to everyone who voted in the September 21 election. You took responsibility for your future and made your voices heard. This is your Union and your participation is vital to its success.



Stacy Martin
President TWU556
HOU Flight Attendant
smartin@twu556.org or
214-640-4301

Unity

There is strength amongst us
556 and 555

We got your back 555!



To: TWU Local 555 membership, TWU Local 556 membership, TWU Local 556 executive board,

From: Mark Evans, Dina Enders, Bill Willis,

Date: October 29, 2012

Subject: THANK YOU ALL

On behalf of TWU Local 555 President Chuck Cerf, District 7 Representative Heard Bryant, District 8 Representative Albert Barbosa, LAS Local Elected Representative Mark Evans, TWU Local 555 Communications Director Patti Adams, TWU Local 555 Education Committee and TWU Local 555 Negotiation Committee . We would like to extend our sincere thanks to the membership of TWU Local 555, Local 556, and the TWU Local 556 executive board for turning out to support, cook and work during LAS Unity Day on October 18th 2012.

This event was a smashing success because each of you chose to give of your time, your talents and make your voices heard. Collectively we sent a very strong message to the company that the membership of TWU Local 555 and 556 are united in our goal to reach a fair and equitable contract for our families, our future and our company.

Many thanks,