

## Welcome to TWU Local 556

On behalf of the entire Membership, welcome to the Transport Workers Union of America Local 556, the Union of Southwest Airlines Flight Attendants. I am proud to welcome you as Sisters and Brothers of organized labor and look forward to working with you and for you.



This booklet is intended to provide new Members with educational information on some of the more commonly referenced Articles found in our Collective Bargaining Agreement (CBA). It is designed to break down, in layman terms, Contract Articles that are often times difficult to apply in real world settings. In this booklet you will find helpful explanations about our Reserve system, the Attendance and Commuter Policies, and supplemental insurance plans, to name a few. This booklet is just one of the many resources that TWU Local 556 has made available to our Membership in an effort to help you better understand your Contract, work rules, and Union resources.

Please visit the Union Website at [www.TWU556.org](http://www.TWU556.org) for additional educational resources, including Contract Live video series. These videos work in conjunction with this booklet to ensure your transition to Southwest Airlines is a successful one.

Again, welcome to TWU Local 556, the Union of Southwest Airlines Flight Attendants. Always remember that our Union is available 365 days of year to serve you.

In Unity,

A handwritten signature in black ink that reads "Audrey Stone". The signature is written in a cursive, flowing style.

President | TWU Local 556

The Union of Southwest Airlines Flight Attendants

## **Table of Contents**

<b>Union Leadership Contact Information</b>	Page 3
<b>Contract Articles</b>	
Article 8: Hours of Service	
Duty Day	Page 5
Extended Duty Day	Page 7
Domicile Break	Page 8
FAR Pulls	Page 10
Crew Rest	Page 11
Article 9: Additional Flying	
Reschedule	Page 12
Article 10: Scheduling/Bidding	
Overlap	Page 13
Waiving Deadheads	Page 15
Article 11: Reserve	Page 16
Article 32: Attendance Policy	Page 18
Article 33: Commuter Policy	Page 19
<b>TWU Local 556 Communications</b>	Page 20
<b>TWU Local 556 Supplemental Insurance</b>	Page 21

## **TWU Local 556 Contact Information**

**Union Office** | 1.800.969.7932 or 214.640.4300

**President** | 214.640.4301 | president@twu556.org

**1<sup>st</sup> Vice President** | 214.640.4302 | vicepresident1@twu556.org

**2<sup>nd</sup> Vice President** | 214.640.4303 | vicepresident2@twu556.org

**Financial Secretary Treasurer** | 214.640.4304 | treasurer@twu556.org

**Recording Secretary** | 214.640.4305 | recordingsecretary@twu556.org

**Board Member at Large** | 214.640.4332 | 214.640.4313

## **Domicile Executive Board Members (DEBM)**

**Atlanta Domicile Executive Board Member** | 214.640.4320  
atl-debm@twu556.org

**Baltimore Domicile Executive Board Member** | 214.640.4308  
bwi-debm@twu556.org

**Chicago Domicile Executive Board Member** | 214.640.4335  
mdw-debm@twu556.org

**Dallas Domicile Executive Board Member** | 214.640.4309  
dal-debm@twu556.org

**Denver Domicile Executive Board Member** | 214.640.4356  
den-debm@twu556.org

**Houston Domicile Executive Board Member** | 214.640.4310  
hou-debm@twu556.org

**Las Vegas Domicile Executive Board Member** | 214.640.4344  
las-debm@twu556.org

**Oakland Domicile Executive Board Member** | 214.640.4336  
oak-debm@twu556.org

**Orlando Domicile Executive Board Member** | 214.640.4311  
mco-debm@twu556.org

**Phoenix Domicile Executive Board Member** | 214.640.4314  
phx-debm@twu556.org

## TWU Local 556 Committees

---

**Board of Election** | 800.969.7932 ext.4324 | boardofelection@twu556.org

**Civil and Human Rights** | civilandhumanrights@twu556.org

**Committee on Political Education (COPE)** | COPE@twu556.org

**Communications** | 800.969.7932 ext. 4312 | communications@twu556.org

**Critical Incident Stress Management (CISM)** | 1.800.408.3220  
CISM@twu556.org

**Education** | education@twu556.org

**Flight Attendant Drug and Alcohol Program (FADAP)** | 855.333.2327  
DandAcommittee@twu556.org

**Grievance** | grievance@twu556.org

**Health** | health@twu556.org

**Negotiations** | 800.969.7932 ext. 4398 | nt@twu556.org

**New Hire** | newhire@twu556.org

**Professional Standards** | 1.888.322.3735  
professionalstandards@twu556.org

**Safety** | 800.969.7932 ext.4375 | safety@twu556.org

**Scheduling** | 800.969.7932 | schedulingcommittee@twu556.org

**Scholarship** | scholarships@twu556.org

**Shop Steward** | 800.969.7932 | shopstewardcommittee@twu556.org

**Survey** | 800.969.7932 | surveys@twu556.org

**Uniform** | 800.969.7932 ext. 4380 | uniforms@twu556.org

**Veterans** | veterans@twu556.org

**Working Women's Committee** | wwc@twu556.org

# Article 8: Hours of Service

## Duty Day

**Duty Limitations:** Restrictions regarding duty days and crew rest that all originally scheduled pairings must be built under. There are both contractual and Federal Aviation Regulation (FAR) limitations.

**Duty Day:** calculated from check-in to end of debrief in domicile, check-in to block-in on remain overnight (RON), and check-in to block-in plus 15 min. on International RON

**Irregular Operations:** may require you to exceed your duty limitations, but you may receive compensation.

### Max Scheduled Duty Day Differences

On an RON your duty day does not include the 30 min debrief. This is why in this example you aren't above the maximum scheduled duty day, because an 11:00 duty period shown here would be the maximum.

20 Aug	341	Rpt 1310 BWI 1410	ABQ 1815	700	0	405	30	SP		480
20 Aug	341	ABQ 1845	PHX 2000	700	0	115	115			140
20 Aug	999	PHX 2115	SMF 2315	300	0	200	1835			230
			RLS 2345							890
SMF:1735 Hotel: Doubletree Hotel #(916)929-8855 Trans: #(916)852-5466										
		Rpt 1720								

On the day you return to domicile, your debrief period is included in your duty day. This makes the maximum duty day shown here 10:30.

			RLS 2310			405	590			460
LAX:1215 Hotel: Sheraton Gateway #(310)642-1111 Trans: Hotel Shuttle										
22 Aug	838	Rpt 1125 LAX 1155	MDW 1555	700	0	400	155	SP		480
22 Aug	1485	MDW 1750	STL 1855	300	0	105	30			120
22 Aug	1485	STL 1925	BWI 2125	300	0	200	0	S		230
			RLS 2155							890

### Contractual Maximums

- 10:30 hour 'scheduled' duty day.
- 12:30 hour 'rescheduled' duty day.
- 7 legs in 1 day or rescheduled up to 8.
- 8 legs for reserve in 1 day.
- 28 legs in 7 days.
- 130 TFP or 90 legs in a month.
- 4 day pairing.

### Contractual Minimums

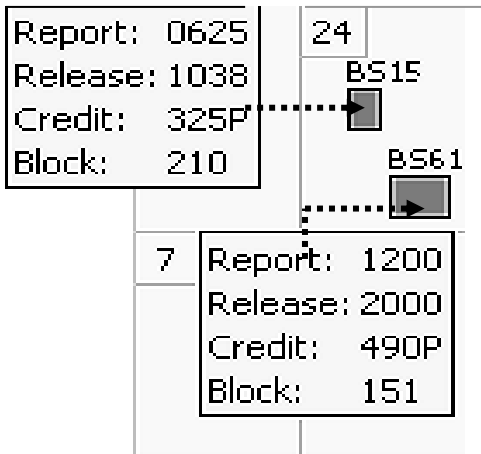
- 48 hours (release to check-in) free from duty within 7 days (not just between bid months).
- 12 hour break (block to block) between pairings at domicile.
- 11 hour break (block to block) on a RON.

### Reporting to work

- At base check-in at least 1 hour prior to departure; no more than 6.
- At outstation check-in at least 30 min. prior to scheduled departure. For international flights, 45 min. prior to departure.
- Lounge FIDS monitors are official time. 3 min. grace period allowed at plane.
- When you MBL you must call Scheduling and check-in at aircraft 15 minutes prior to departure.
- Check-in times cannot be adjusted at base to accommodate contractual crew rest/duty period limitations.
- Check-in times can be adjusted at base or on an overnight to meet FAR requirements.
- On an overnight your duty day stops at block-in

### Canceled/Delayed Flights

- You are pay protected for canceled flights.
- You can request to be notified in advance about flight delays via electronic means (text messaging or email).
  - SWA will notify you if the flight is canceled or delayed over 2:00 hours
  - If they don't, you will be paid an additional 2.0 TFP
- You can also call Scheduling to find out if you have the option to remain at home or the hotel, or go to the airport.
  - Your duty day will not start until you report at the airport
  - You must remain available to Scheduling
- You can call Scheduling to extend your duty day if you have to stay at the airport beyond your scheduled day (for example, a drug test or because you boarded a flight for the next Crew)



**FAR Maximum:** 14 hours (check-in to end of debrief). You may exceed this period only if you were FAR legal when you received the scheduled assignment.

- The longest duty day you can schedule yourself for is 14 hours. This includes flying two pairings in one day, or doing a jetway trade, and the clock starts from the check-in of your 1<sup>st</sup> pairing to the scheduled release of your 2<sup>nd</sup> pairing. You can deadhead beyond this, and deadheads are grey areas that don't fall into the duty or rest category.
- You waive your contractual compensations when you choose to extend your duty day.
- If Irregular Operations cause you to run late, you can be required to continue flying beyond 14 hours.

### 2 Pairings in 1 Day Example

- Here a 06:25 report time for the first trip and a release time of 20:00 for the second equal a total duty of 13:35 hours.
- Between pairings you must have originally scheduled 2 hours block to block (which is 30 minutes release to report).
- If you run late on the 1<sup>st</sup> pairing, you might be pulled/rescheduled. This will not result in a loss of pay, and you're paid the greater of your originally pairings or what you actually flew.
- You will not receive a N/S if you run late in your 1<sup>st</sup> pairing!

# Article 8

## Extended Duty Day

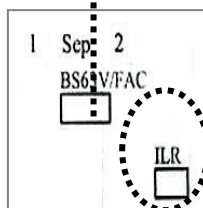
### Extended Duty Compensation

- **Over 12 hours: Double time (2x)** for any flights flown after 12 hours on duty
- **Over 12:30 hours:** same as above + double the time off spent on your extended duty day. That is the rest time you're entitled to when the pairing ends. If scheduled to work during that time, choose to have the time off with pay or fly legs during that time for 1.5x pay. If you are already scheduled to fly for VJA pay, then your pull will be at 1.5x or fly for 2x
- **Over 16 hours: Triple time (3x)** for any flights flown after 12 hours duty + same as above.
- **Double/Triple & ½ time:** premium pay may compound, so 2x with 1.5x could give you doubletime and a half (2.5x)
- **Drug Test:** Call Scheduling and an extra **30 min to 1:30** will be added to your duty day from your block-in

**Extended Duties: On last day of pairing you need 12:31 + hours**

Trip BS63 dated 01Sep06  
 Trip BS63 dated 01Sep06; Originally Trip BC66 dated 30Aug06

1-FAC	Date	Flight	Depart	Arrive	Eq	Blk	Grnd	Blk	Duty	Cred
	01Sep	DM 0961	BWI	1312 SAT	1625	700	313	237	SP	(1) 410
	01Sep	1468	SAT	1902 SAT	2020	700	118	20		(2) 230
	01Sep	8950	SAT	2040 HOU	2123	700	43	27		(3) 100
	01Sep	1468	HOU	2150 BWI	0035	700	245	0	SP	(14) 350
		Rpt	1205	Rls	0105					446 1300 10900
		TAFB	1300							Totals 446 1300 10900



A 13 hour duty means you need 26 hours free of duty. The next day's turn must be pulled with pay or work the turn for 1.5x pay as seen here.

### Extended Duty Day with back-to-back trips

**If you go over 12:30 hours** duty on any day of your first pairing, you need double the time off when the pairing ends

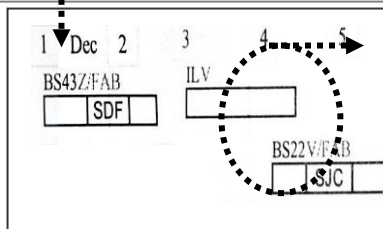
- Doubling your duty day for the required time off may affect your next pairing.
- You **must call Scheduling** before the end of your pairing to exercise your options.
- If you do not call, you should automatically receive the premium pay when you fly the next day, but double check and call if it doesn't appear on your payroll report.

### Know your options:

- First, double your extended duty day (13:00 x 2 = 26:00).
- Second, you have a choice to either fly during the next 26:00 hours for one and a half (1.5) times pay or have the flights during the 26:00 hours pulled with pay.
- Multiple duty days of over 12:30 hours will entitle you to even more time off when the pairing ends.
- Remember the difference between duty days. When looking at your trip sheet, the last day of the pairing would need to be at least a 12:31 duty day; any other day of the pairing would have to be 13:01 or greater for the time off compensation because your 30 minute debrief doesn't count.

### Extended Duties: On a RON, you need 13:01 + hours

Date	Flight	Depart	Arrive	Eq	Blk	Grnd	Blk	Duty	Cred
01Dec	0276	BWI	0524	SDF	0708	700	144	433	S (1 200
01Dec	0276	SDF	1141	MDW	1304	700	123	340	(2 140
01Dec	0557	MDW	1644	SDF	1748	700	104	1349	(3 120
	Rpt	0425	Rls	1818	L/O	SDF	1247	411	1353 972E
<<The Brown (502)583-1234>>									
02Dec	0901	SDF	0737	MDW	0846	700	109	37	(4 120
02Dec	1980	MDW	0923	HOU	1208	700	245	19	S (5 310
02Dec	2681	HOU	1227	BWI	1445	700	218	0	SE (6 350
	Rpt	0705	Rls	1515					612 810 780
	TAPB	3450							
								Totals	1023 2203 1752G



A 13:53 duty X 2 means you need 26:46 hrs off. Either pull those trips for pay during that time or fly for 1.5x pay. (Demo shows a pull for its original VJA pay)

### Extended Duty Days and Picked Up/Traded Pairings

- You can't check-in, see that you're running late, and pick up a trip or trade into a trip to try to get something pulled and paid.
- In this Contract, language was added that says if your scheduled flying was "publically posted" to extend your duty day over 12:30 hours prior to you picking up your next assignment, they will only adjust your schedule for FAR purposes and then you will be required to catch up with your trip (and any legs pulled will be unpaid.)

## Article 8

### Domicile Break

**Domicile Break:** the rest period in domicile between two pairings on consecutive days; either originally scheduled or adjusted by you

**Originally scheduled minimum:** must be 12 hours block to check-in

**Adjusted by you:** means you traded or picked up a pairing, reducing your domicile break below 12 hours, or down to the minimum

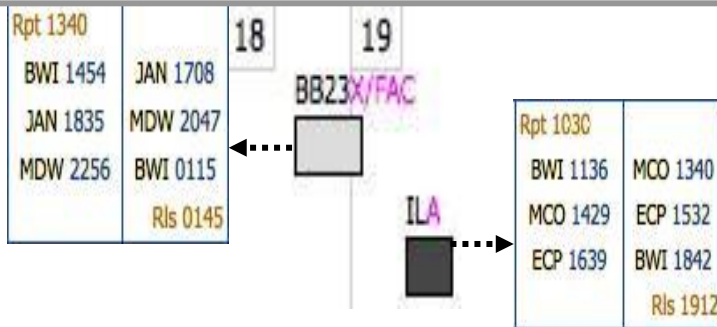
**Legal minimum:** 9 hours end of debrief to check-in is the FAR minimum you can schedule yourself between trips

**Actual:** rest received block to check-in

- Reduced domicile breaks can cause you to have options if you run late, but it makes a big difference whether you're less than or more than one hour late.
- 'Running late' refers to your last scheduled flight back to domicile
- More than one hour late = pay protection
- Your check-in time may not be adjusted to accommodate your domicile break
- If Scheduling recovers you to your trip, they will do it at the earliest point possible



This F/A was scheduled for an 11 hour domicile break, and was 1 hour and 45 minutes late. They had their day pulled & paid.



This F/A adjusted themselves for the min 9 hr FAR domicile break, ran late but less than 1 hr, & had to have their next pairing pulled, unpaid!



**Originally Scheduled with 12 hour Break & You're Late**

- **Less than 1 hour:** nothing changes
- **More than 1 hour:** you will be adjusted back to 12 hours, catch up with your trip, and you will be pay protected

**Adjusted Yourself to less than 12 hours & You're Late**

- **Less than 1 hour:** nothing changes
- **More than 1 hour:** choose to be adjusted back to your originally modified break, catch up with your trip and not suffer a loss in pay, **or** decide to fly the part that would be pulled for 1.5x pay

**Adjusted Yourself to 9 hour min & You're Late**

- **Less than 1 hour:** you will be pulled and not paid for the flights needed to make you FAR legal with 9 hours rest. **\*\*Deadheads are paid\*\***
- **More than 1 hour:** you will be pulled and paid for enough flights to make you FAR legal with 9 hours rest. **\*\*Deadheads are not paid unless greater than trips pulled\*\***

If Scheduling has to adjust your report time for FAR purposes, they'll notify you of your legal check-in time.

## Article 8

### FAR Pulls

**FAR pulls:** result from delays, which bring an F/A's rest either below 9 hours in between pairings or below 24 hours within 7 consecutive days.

Originally, this F/A's release time on BS59 was 2015, which gave a 9hr break between pairings, but a 12min delay reduced the break below 9hrs. Therefore, the next trip was pulled and not paid.

1	Dec	2	3	4
BS59O/FAB			ILP	
ORF	SEA			
Report: 1630				
Release: 2027				
			Report: 0515	
			Release: 1443	

Originally, this F/A was scheduled to have 24 hours off between the 2<sup>nd</sup> and 3<sup>rd</sup> to have 24 hours off. However, due to running late on the 2<sup>nd</sup> for more than 1 hour they were no longer FAR legal for their flying through the 7<sup>th</sup> and the 6<sup>th</sup> was pulled with pay.

1	Jun	2	3	4	5	6	7	8
BA06V/FAC						IFP		BA49Q/FAC
	DEN							
		BS29V/FAB						
		SEA	FLL					

### FAR '24 and 7' legalities

**If you were scheduled for 24 hours off in 7 days and you run late, THEN**

**Regardless of how late** you will have two options:

1. Get pulled from enough legs to make you legal (unpaid) .....**OR**....
2. **Agree** to adjust your report time to no later than 30min before departure (to save pay) ....**BUT**....
  - o **Less than 1 hour:** you will be pulled and not paid for the flights needed to make you FAR legal.
    - \*\*Deadheads are paid\*\*
  - o **More than 1 hour:** you will be pulled and paid for enough flights to make you FAR legal.
    - \*\*Deadheads are not paid unless greater than trips pulled\*\*
  - o If you agree to adjust your report time, then you are paid 1.5x pay for legs that would have been pulled.

### FAR 9 hour crew rest

#### Adjusted Yourself to 9 hour Minimum & You're Late

- **Less than 1 hour:** you will be pulled and not paid for the flights needed to make you FAR legal with 9 hours rest.
  - \*\*Deadheads are paid\*\*
- **More than 1 hour:** you will be pulled and paid for enough flights to make you FAR legal with 9 hours rest.
  - \*\*Deadheads are not paid unless greater than trips pulled\*\*

If Scheduling has to adjust your report time for FAR purposes, they'll notify you of your legal check-in time.

# Article 8: Hours of Service

## Crew Rest

### What if you're late?

**If you receive illegal Crew Rest** (less than 9:30 block-in to check-in) **you will receive 2x pay the next day.**

If your pairing terminates the next day and you pass through your base during the day:

- **Option 1:** Call Scheduling (at least 3 hours) prior to flying through your base to be replaced and paid your original pay for the remainder of the pairing
- **Option 2:** remain on pairing for 2x pay

**If the pairing does not** terminate the next day, no options: 2x pay until you receive legal rest.

**Less than 8 hours Crew Rest: FAR illegal** (debrief to check-in). You will be rescheduled.

- **Scenario 1:** Scheduling will reroute you with contractual min rest of 9:30 hours or more. No 2x pay.
- **Scenario 2:** Scheduling will adjust your report time to be FAR reduced rest legal (more than 8 hours).

\*\*Scheduling will notify the Flight Attendant of legal check-in if a FAR rest adjustment is required. Reserves may be forced to cover a pairing with a known FAR reduced rest. Their next duty day will be a max of 10 hours and all above compensations apply.

## Crew Rest:

**Scheduled Minimum:** must be 11 hours block to block

**Contractual Minimum:** 9:30 hours block to check-in

**FAR Minimum:** 9 hours debrief to check-in. Under 9:30 hours block to check-in, you will be paid 2x pay until you receive legal crew rest of 9:30 hours block to check-in

**FAR Reduced Rest:** between 8-8:59 hours debrief to check-in. You must receive at least 10 hours the following rest period.

**FAR Illegal:** under 8 hours debrief to check-in

## Pay:

**Double Time:** premium pay for all trips following day if you receive less than 9:30 hour legal minimum crew rest

**Triple Time:** premium pay for any trips flown over 12 hours on the day following your illegal crew rest.

Trip BS43 dated 17Sep06  
 Trip BS43 dated 17Sep06; Originally Trip BG14 dated 17Sep06  
 1-FAA 1-FAB 1-FAC

Date	Flight	Depart	Arrive	Eq	Blk	Grnd	Blk	Duty	Cred
17Sep	2081	BWI	1553	ABQ	2002	700	409	51	SP (1 490)
17Sep	2081	ABQ	2053	PHX	2240	700	147	122	(2 190)
18Sep	2081	PHX	0002	TUS	0040	700	38	173	(3 100)
18Sep	2081	TUS	0059	LAX	0225	700	125	955	(4 170)
		Rpt	1450	Rls	0255	L/O	LAX	850	800 1205 950Q
<<Unassigned Hotel. Call scheduling help desk for hotel>>									
18Sep	2713	LAX	1220	BNA	1553	700	333	36	SP (5 490)
18Sep	2713	BNA	1629	MCO	1809	700	140	53	S (6 200)
18Sep	1431	MCO	1902						
		Rpt	1145						
	TAFB	3042							

**If this number shows less than 10:00, then you have illegal Crew Rest.**

**If this number is less than 8:00, you are FAR illegal.**

## Article 9: Additional Flying

### Reschedule and Unscheduled RON

Reschedules occur as a result of irregular operations. Rescheduling is any change of flying assignment made after check-in for the Flight Attendant's original pairing, including different pairings, partial pairings or additional pairings other than a move up.

- Rescheduling requiring an entire crew will be made based upon availability and legality of the crew.
- Rescheduling requiring less than an entire crew will be assigned in reverse order of seniority. A more senior member may choose to accept the reschedule in order of seniority.
- Flight Attendants will be paid the actual or scheduled flying, whichever is greater.
- Flight Attendants cannot refuse a reschedule.

### Unscheduled RON

Reserve Flight Attendant	Lineholding Flight Attendant	Lineholding Flight Attendant
<ul style="list-style-type: none"> <li>• 1.5x for all TFP flown on day off</li> <li>• RIG of 1:3 (1 TFP for every 3 hour period) from block-in at RON to release at domicile</li> <li>• Day off without loss of guarantee</li> </ul>	<ul style="list-style-type: none"> <li>• 1.5x for all TFP flown above schedule</li> <li>• RIG of 1:3 from block-in at RON to end of debrief at domicile</li> <li>• OR day off without pay instead of the RIG</li> </ul>	<ul style="list-style-type: none"> <li>• Paid what your pairing was scheduled to pay or what you actually flew</li> <li>• 1.5x pay for any TFP above what was scheduled.</li> <li>• If you fly more days, then you get a choice of days off instead of premium pay.</li> </ul>

- If a reschedule results in **additional flying** (more than originally scheduled), the Flight Attendant will receive 1.5 X pay for all trips flown above their original schedule.

- If a reschedule results in **additional days of flying**, you will receive 1.5 x pay from trips flown above schedule, plus a duty rig of one TFP for each three (3) hours from block in at the overnight city until end of debrief back in domicile.

**\*\*OR\*\***

A day off without pay in lieu of the 1 for 3 duty rig can be chosen at completion of the reschedule (during debrief period). Any day off without pay chosen must be the first or last day of an assignment.

- The Company will return the Flight Attendant to the home domicile at the earliest possible time. If the deadhead(s) scheduled for a Flight Attendant to return to her/his home domicile, creates reduced crew rest below the FAR nine (9:00) hours end of debrief to check-in, the Flight Attendant will have the option to take a later deadhead(s) of her/his choice, but with no increase in pay. The Flight Attendant must notify Crew Scheduling of her/his choice. Any deadhead(s) will be Must-Ride.

# Article 10: Scheduling / Bidding

## Overlap

**Overlap:** happens when you have a Contract and/or FAR illegality between two bid months.

**Adjustments:** Scheduling will make in the new month only, unless your option allows otherwise (see Lineholder-Lineholder)

**Contractual legalities:** 48 hours off in 7 days and 12 hour domicile break between pairings. These legalities may always be waived.

**FAR legalities:** 24 hours off in 7 days and 9 hour domicile break between pairings. These legalities may never be waived.

**SIPs:** Beware! If the trip has a SIP that pays 4.0 TFP or more, it can be pulled apart to make you legal.



### Additional Overlap Options.

- If you pick up a pairing at the end of the month before the new bids come out for the next month, Scheduling will adjust if they need to give you the FAR requirement of 9 hrs between pairings, but YOU can also request your full domicile break of 12 hrs between pairings (block to check-in).
- Your trip will not 'grey out' like other overlap trips!
- You will have to check yourself and call Scheduling to exercise your option to have it pulled (if there's no SIP) or you can fly what would have been pulled for 1.5x.

**Example:** on the right, pairing BC98 with an 'A' was picked up from a F/A prior to bid awards posting, with a release of 19:45. BA20 has a check-in of 05:00, and was the original bid award. This leaves a domicile break of 9:45 (block to check-in). Therefore, the trip could be pulled for overlap at your request, or you can fly it for 1.5x pay (The 'V' code indicates it was.)

- The '48 hours off' doesn't necessarily have to come between bid months, and it only applies to original trips! It can come at the end of the week (e.g. an original turn on the 31<sup>st</sup> followed by a 3 day on the 1<sup>st</sup> = 48 hours off afterwards)

- If you alter your schedule, you could lose your overlap options.
  - Trading a PM for an AM, same days = protected as original overlap options (same days, and equal number of days)
  - Trading up (2 day for a 3 day) = protected as original overlap options
  - Trading down = not protected as original if you "self-correct" your contractual overlap; only guaranteed FAR legalities

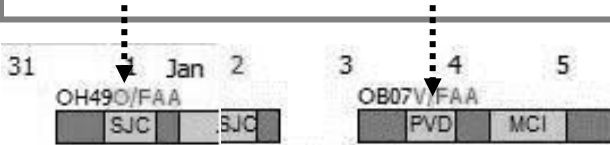
- Know that for FAR overlap issues, a long RON of 24 hours or more will count as your '24 in 7'!

- Once your trip in the new month is 'greyed out,' or you've called Scheduling to exercise your overlap options, you can trade/give away/DRT your trip in the current month freely and still retain your original overlap.

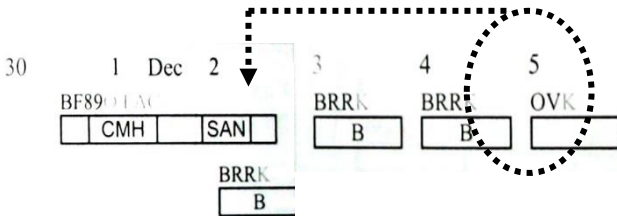
- If you pick up a reserve day at the end of the month, you're liable for the same number of days as the F/A you picked it up from

31	1	Nov	2	3	4	5
BC98A/FAC				BA20V/FAC		
	DTW	ABQ			SFO	SJC
	Report: 1100			Report: 0500		
	Release: 1945			Release: 1938		

This F/A has 6 days in a row w/their original schedule, which doesn't give them 48 hrs off in 7 days. They had their choice of having the 3<sup>rd</sup> pulled, or flying it for 1.5x, which is what they choose.



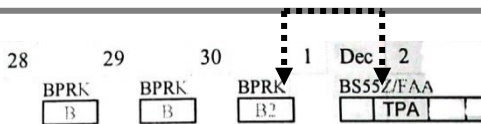
This F/A didn't have 48 hrs off in 7 days, and had the 5<sup>th</sup> pulled. Notice that it's made at the end, and not between the bid months!



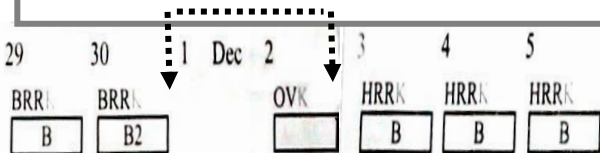
**Warning:** If you have a VJA trip that goes into the new month, you will only be paid **straight time** on the overlapping reserve days!



Need 48 hours off! This F/A decided to fly for **1.5x** pay instead of pulling.



Need 48 hrs off in 7 days. This example shows December 2<sup>nd</sup> was pulled.



### Lineholder to Lineholder (VR lines count too!)

- By the 18<sup>th</sup> @ noon central – adjustments will be made
- By the 19<sup>th</sup> @ noon central you may call Scheduling to choose to fly the adjusted ('greyed out') pairing for 1.5x pay if FAR legal to do so.
- If the trip has a SIP, you can fly the sipped portion for 1.5x pay if you're FAR legal
- Additional option if the trip in the new month pays more, you can choose to fly the higher paying trip and have the lower paying one in the current month pulled instead

### Lineholder to Reserve

- By the 19<sup>th</sup> @ noon central – adjustments will be made
- By the 24<sup>th</sup> @ noon central you may call Scheduling to waive your contractual overlap illegality & keep your reserve guarantee from decreasing in the new month
- If your trips in the current month run into scheduled days off (without creating an overlap issue) you are still entitled to minimum days off (13 days in a 30 day month, or 14 in a 31 day month). Choose either days off or more pay.
  - Option #1: Have reserve days of your choice pulled (except for the last day of the month-can't get that lucky!) & be paid 1.5x pay for days worked into the new month. 1x pay will go towards the guarantee, & .5x pay goes above the guarantee
  - Option #2: Don't have reserve days pulled & be paid 1.5x pay for days worked. All pay goes above the guarantee.

### Reserve to Lineholder

- Adjustments won't be made until Scheduling assigns you a trip on your final block
- If no assignment is given during your reserve block, you must call Scheduling to adjust for overlapping trips; either fly for the trip for 1.5X pay or have it pulled
- If reserve trip carries over into days off in the new month, all trips flown will be paid at 1.5X pay
- Scheduling can't adjust your end times on an unassigned reserve days to force you to be legal for an overlap trip, but YOU can ask them to adjust your release times

### Reserve to Reserve

- By 19<sup>th</sup> @ noon central – adjustments will be made
- By the 24<sup>th</sup> @ noon central, you may call Scheduling to waive legality & keep reserve guarantee from decreasing in the new month
- You can't have more than 5 consecutive reserve days, contractually

## Article 10

### Waiving Deadheads

You can waive deadhead at the beginning of your pairing and at the conclusion of your pairing without a loss of pay.

- On a pairing with a waived deadhead, per diem will begin 30 minutes before your first live working leg and per diem will stop immediately after you waive the deadhead(s) at the end of your pairing.
- Premium pay will apply to all waived deadheads.

#### Example:

- Paul's pairing begins out of DAL with a deadhead from DAL-SAT. He calls 6 hours prior to check-in to waive his deadhead and start his pairing in SAT. When he waives his deadhead he is at his house in AUS. He would need to call again once he reaches SAT. The second call does not have to be from the jetway or the airport, but it needs to be made at least 30 minutes before departure. Once he makes the second call, he will be checked in for his pairing.
- Lisa is on the same pairing. She waives her deadhead 6 hours prior to check-in, but is at her house in SAT when she calls. She is checked in at that time and will not need to call again.

#### Deadheads at the Conclusion of your Pairing

When a pairing ends with a deadhead, lineholders may, waive deadhead(s) after the last live working leg, so long as Scheduling does not have a reschedule assignment at that time. On the last day of the Reserve obligation, a Reserve may elect not to fly deadheads, so long as the Reserve is not legal for an additional assignment. Flight Attendants will contact Crew Scheduling when waiving deadheads.

### New Letter of Understanding Regarding Waived Deadheads

For pairings that begin with Deadheads, the Flight Attendant **must** do the following:

- Advise Crew Scheduling, prior to the check-in time of the pairing, that the Flight Attendant wishes to waive the deadhead. During the initial call, the Flight Attendant will advise Crew Scheduling as to their location; whether or not she/he is in the outstation of the first working leg.
- If the Flight Attendant is calling from that city/outstation Crew Scheduling will check in the Flight Attendant for the pairing.
- If the Flight Attendant is not calling from that outstation, she/he must call Crew Scheduling upon arrival into that outstation. At that time, Crew Scheduling will check in the Flight Attendant for the pairing. This phone call may take place any time after the initial phone call, but at least thirty (:30) minutes prior to the scheduled departure of the first working leg.

## Article 11: Reserve

- **AM Reserve:** (contact hrs 03:00-11:00 local) and Schedulers must schedule you to return you by 18:00 on the last day or pay 3x for flights past 17:30.
- **PM Reserve:** (contact hrs 10:00-18:00 local) Scheduling cannot make you work before noon on the first day.
- **Ready Reserve:** (contact begins 2 hours prior to the base's first departure, then 24 hours/day).
- **Order of Assignment:** based on your Pass/Fly preferences, seniority, and trips flown towards your guarantee. If called out of turn then 1.5X pay.
- **Self Assignment:** Allows all reserves to assign themselves a trip when the maximum pairings allowed in is Open Time is exceeded.
- **Reserve Guarantees:** 6 TFP per day, 78-102 TFP per month, 13 days off out of a 30 day month, 14 days off out of a 31 day month, and no JA'ing on days off.
- **Longevity Pay:** An additional \$1.00 per TFP for trips credited or flown by F/A's sitting reserve for 12 + years or more.

### Relative Daily Value & Order of Assignment:

Reserves will be called in the following order, as seen on CWA's reserve report.

1. Most senior first with a 'Fly' preference and RDV zero or greater.
2. Most junior first with a 'Pass' preference and RDV zero or greater.
3. All F/A's with negative RDV's from closest to zero to most negative.
  - If two F/A's have the same negative RDV, then trips are assigned most senior first with 'Fly', then most junior first with 'Pass'.

**Relative Daily Value:** is a calculation based upon how much a reserve is guaranteed versus how many trip credits have actually been flown.

Basically each reserve day is worth 6 TFP. If you are not used your first day then the next day you become +6 RDV. If instead you receive a turn paying 8, then the next day you become -2 RDV.

### All reserves (not VR lines) are required to:

- Have at least 2 hour notice from Scheduling before check-in.
- Return Scheduling's call within 20 minutes if you missed their first notice.
- Remain available for reassignment until check-in.
- Call Scheduling to get released at the end of your pairing (\*\*Make sure to ask at what time you are good to be contacted, if you have reserve the next day\*\*).
- Not calling may result in a No Show if Scheduling needed you.

**Remember:** you do not have to answer your phone during legal crew rest. If your good for contact time was 08:00, don't answer your phone at 07:30 or you will be liable to accept the assignment

- AM / PM reserves will be paid 2x if assigned a trip outside of contact hours
- Unless under the Commuter Policy, AM / PM reserves may not be converted to Airport Standby (APSB)
- Picking up a reserve day on the last day of the month accepts the liability (# of days good for) of the person you pickup from!

### Unscheduled overnight on

**reserve:** if Scheduling overnight's you into a day off, the following compensation applies:

- 1.5X pay for all flights on unscheduled day + 1 TFP every 3 hours from block-in at overnight until release of the trip.
- You'll be returned to base on the earliest routing.
- Have a reserve day pulled to make up for day lost (clarify what day will be pulled when you talk to Scheduling)



### Self-Assignment Rules:

- A.M. Reserves can begin self-assigning trips originating before 1000 local at 1800 the night before (Scheduling begins assigning at 1900).
- P.M. Reserve can begin self-assigning trips originating at or after 1000 local at 2200 the night before (Scheduling begins assigning at 2300).
- Ready Reserve can self-assign APSB starting at 1800 the day before.

**HOWEVER**, the following criteria are needed for self-assignment:

- Self-assignment is only allowed when the number of trips in Open Time is over the maximum allowed per day in your given base until 0300.
- You may only self-assign in your own domicile.
- Self-assigned trip must equal the number reserve days you are good for.
- Must call Scheduling to assign a trip with a report time in less than 2 hours.
- You must remain available to scheduling even if you self-assign. This means being within 2 hours driving distance of your domicile during Reserve contact hours.

### Sick Calls on Reserve

- **You are required to notify Scheduling of your illness as soon as you are aware.**

If you call out sick when Scheduling calls you with an assignment, it will be treated as an untimely report of your illness, a SLA, and you will receive ½ point in addition to the ½ point per day for the sick call. A Doctor's note or PIN will not remove this extra ½ point penalty; know that a SLA will probably trigger an investigation by the Company.

In 2011, Southwest Airlines issued a RBF that outlines the expectation they have when you are sitting reserve. Southwest Airlines requires all reserve Flight Attendants to be in base during reserve contact hours. Failure to fulfill or complete a reserve obligation by not being within 2 hours driving-distance from domicile, during reserve contact hours, will result in a violation of the Class I Work and Conduct rule.

A Class I offense is subject to possible termination. If you are a commuter, this means that you cannot afford to play the "reserve gamble": sitting from home, checking the reserve report, and watching to see if you move up. The Company can and does track your non-rev history as well as your IP address when you log into CWA. They also have the ability to see not only where your computer was when you logged in, but what you looked at in CWA.

If you're sick, call in sick, immediately. If you're not sick, you need to be available and ready to work in your domicile.

## Article 32: The Attendance Policy

### The Point System

Southwest Airlines and TWU Local 556 have a no fault attendance policy established through the Collective Bargaining Agreement. Flight Attendants will receive discipline for chargeable occurrences based on the following schedule:

0 – 4.5	No action taken
5 – 6.5	Counseling
7 – 9	Written Warning
9.5 – 11.5	Final Warning
12	Termination of Employment

#### Points will be assigned in the following manner:

Types of Occurrence	Points Assigned
• <b>No Show / Unavailable to Contact (UTC)</b>	2.5
• <b>Failure to Report (FTR)</b>	1
• <b>Reported Illness</b> (including Recurrent Training) – Up to one doctor's note per quarter or use of Personal Illness Note (PIN) in a quarter (but not both)	0
• <b>Reported Illness</b> (including Recurrent Training) – No Personal Illness Note or doctor's note or after utilizing one in the quarter	.5 per day
• <b>Reported Illness</b> less than two hours prior to scheduled push	2.5
• <b>Sick Leave on Line</b> – No Personal Illness Note or doctor's note or after utilizing one in the quarter	.5 for each day missed
• <b>Might be Late (MBL)</b> – first time in a calendar quarter, provided the Flight Attendant arrives fifteen (15) minutes prior to scheduled departure.	0
• <b>Might be Late (MBL)</b> – any additional times in the calendar	.5
• <b>Failure to Report to Training Class</b>	1

## Article 33: The Commuter Policy

**Commuter:** is anyone traveling back to base to begin a pairing or reserve obligation. **Commuter Policy:** protects anyone commuting on SWA planes or offline carriers when full, delayed, weight restricted, canceled etc... **IF:**

- **Lineholders** – **MUST** – be **listed, present, and scheduled** to get into base 1 hour before your check-in on one SWA flight or 2 consecutive flights on an offline carrier.
- **Reserves** – **MUST** - be **listed, present, and scheduled** to get into base 30 min before your contact time (on your 1<sup>st</sup> day of your block only) on one SWA flight or 2 consecutive flights on an offline carrier.

**Lineholders** – notify Scheduling as soon as you know you can't get on your flight or if it's running late, then **Scheduling** will give the below options:

- Take **another flight** which arrives in base before the first flight of your pairing.
  - **Rejoin** your pairing at a SIP or a point **you agree** too.
  - **Assign** you another pairing.
  - **Given APSB** in outstation, but... if not given a pairing within 4 hours you need to call Scheduling to receive a pairing the following day (you will be credited for sitting APSB)
  - **Granted** a personal leave for the pairing, but you must pick up a **comparable pairing** within 30 days of the leave. If you don't Scheduling will assign a pairing and notify you.
- \***Comparable pairing:** 3-day for 3-day, or 2-day for 2-day etc. This does not mean AM or PM.

**Reserves** - notify Scheduling as soon as you know you can't get on your flight, **then Scheduling** will give the below options:

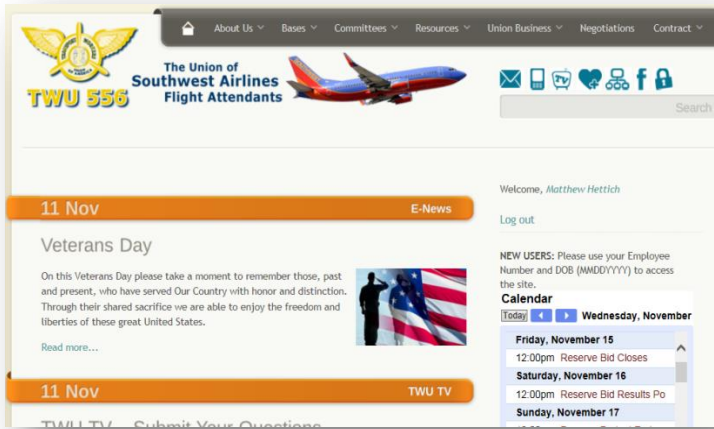
- Once in base, you are **placed back** on reserve if you have 6 hours or more left in your callout period that day and you will receive your guarantee of 6 TFP for the day
- **Assign** you to sit APSB at your Southwest city, and the maximum time you can be required to sit will not be more than 5 hours
- **Require** you to list and present yourself on a flight that will arrive at your base prior to any subsequent contact hours
- If none of those options are used by Scheduling, you will be **granted a personal leave** for your scheduled reserve day, and you will lose your reserve guarantee for the day. The leave will not count against your attendance.

### Letter of Agreement for Commuter Policy and Paid Hotel Accommodations

When Scheduling assigns a commuting Flight Attendant another pairing, and that pairing begins in a domicile other than her/his scheduled pairing, including a mutually agreed upon point other than a SIP, the Company will provide and pay for hotel accommodations under the following circumstances:

- At the *beginning* of the pairing if Scheduling requires the Flight Attendant to position her/himself at another domicile, or the Flight Attendant and Scheduling mutually agree to a point other than a SIP and RON the day prior to the start of the pairing;
- At the *end* of the pairing if the substitute pairing arrives in domicile after all published SWA flights terminate, which would have allowed the Flight Attendant to commute to her/his home domicile, or to the domicile of her/his next scheduled pairing if it checks in the following day;
- A hotel room will not be provided and paid for if the Flight Attendant was already in that respective domicile when the substitute pairing was assigned.

# TWU Local 556 Communications



## TWU Local 556 Websites

[www.twu556.org](http://www.twu556.org)

Get accurate up-to-date information on:

- Contract Negotiations
- Breaking Union News
- Meeting Schedules
- And Much More

## Unity Magazine & Unity Update

- TWU Local 556 delivers the quarterly Unity magazine directly to your Flight Attendant mailbox.
- TWU local 556 delivers Unity Update to your email inbox twice monthly.

## TWU 556 Contract App

Available for iPhone and Android platforms in iTunes or Android Market for \$1.99

### Searchable Content

- Quickly find information you need using the search functionality.

### Contacts

- Find Union contact information quickly and easily

## “Like” us on Facebook

Receive TWU Local 556 updates on your Facebook newsfeed.

## TWU Local 556 Supplemental Insurance



### Supplemental Insurance offered through TWU Local 556

As a Member of TWU 556, the Union of Southwest Airlines Flight Attendants, you have the opportunity to apply for personal insurance products. These benefits can enhance your current benefits portfolio and can be customized to fit your individual needs. Supplemental Insurance through TWU Local 556 can also provide you:

- *coverage available for you and your family, with most products.*
- *the convenience of premium payment through payroll deduction.*
- *the ability to take most coverage with you if you change jobs or retire.*

The following insurance plans will be offered during your enrollment:

**Disability Insurance** – replaces a portion of your income to help make ends meet if you are totally disabled due to an off- job covered accident or covered sickness and are medically taken off work by your doctor and under their regular care. This coverage helps you to maintain your lifestyle.

**Accident Insurance** – helps offset unexpected medical expenses, such as deductibles and co-payments that can result from a fracture, dislocation or other covered accidental injury.

**Cancer Insurance** – helps offset the out-of-pocket medical and nonmedical expenses related to cancer that most medical plans may not cover. This coverage also provides benefits for specified cancer-screening tests.

**Critical Illness Insurance** – complements your major medical coverage by providing a lump-sum benefit you can use to help pay the direct and indirect costs related to a covered critical illness.

**Life Insurance** – enables you to tailor coverage for your individual needs and helps provide financial security for your family members.

A benefits representative can explain how these benefits can help protect you and your family. Your insurance needs can be reviewed in just a few short minutes.

**To enroll, call the Supplemental Insurance Service Center within 30 days of your Southwest Flight Attendant Graduation Date  
1-877-885-9191 M-F 8 am to 5 pm CST**





## Supplemental Insurance FAQs:

**What is the Supplemental Insurance Service Center?** *The Service Center is a customer service line that has been established to assist Members with questions or issues relating to their purchase of Supplemental Insurance and is provided by VIP: Voluntary Insurance Products (the insurance broker).*

**How do I contact the Supplemental Insurance Service Center?** *By phone 1-877-885-9191, by fax 1-877-885-9191, and by email [service@v-i-p-inc.com](mailto:service@v-i-p-inc.com).*

**Can I get supplemental insurance updates?** *Important updates are emailed periodically. Add [service@v-i-p-inc.com](mailto:service@v-i-p-inc.com) to your contact list.*

**Who is the short term disability carrier?** *Lincoln Financial.*

**Why does it show "TWU 556 Colonial" on my paycheck?** *Because there is only one payroll slot, it will not show a breakdown of deductions between the two insurance carriers.*

**Who do I make payments to for my short term disability premium if I miss a month of work?** *You may send a check with your name, employee number, and TWU 556 in the note line to: NIMB, LLC 410 Archibald St. Kansas City, MO 64111.*

**Who is NIMB, LLC?** *NIMB, LLC will be handling the premiums that are applied to your policy.*

**Can I change my salary for my short term disability throughout the year?** *No, you may report a salary increase only during the annual open enrollment period, typically in April or May for the coverage beginning July 1<sup>st</sup>.*

**Can I apply for Short term disability coverage during the year?** *Yes, however a paper application must be completed along with an evidence of insurability form (health questions). Not guaranteed issue and 3/6 pre-existing condition will apply.*

**Will I receive a certificate of insurance for my short term disability?** *There are benefit summaries on line through the union website: [twu556.org](http://twu556.org). Since this is a group policy, a complete policy will not be mailed to individual insureds.*

**Is my short term disability for on-the-job injuries or sicknesses?** *No, coverage is for off-the-job injuries or sickness only.*

**Can I sign up for Colonial products throughout the year?** *Yes, call the Supplemental Insurance Service Center.*

To file a disability claim:  
Lincoln 1.866.783.2255

Colonial Life claims  
and payments:  
1.800.325.4368

Voluntary Insurance Products  
Customer Service Line:  
1.877.885.9191