



JANUARY 20, 2016

# unity **update**

Your bi-monthly  
Unity supplement

## President's Message



*Audrey Stone is a Las Vegas-based Flight Attendant. Audrey serves as the President and Lead Negotiator for TWU Local 556.*

As our Negotiating Team continues to prepare for our next scheduled bargaining session with Southwest Airlines Management, we are also working with other Labor groups at Southwest Airlines who are in Contract negotiations. When we began our Contract negotiations in 2013, we began scheduling regular Negotiations Summits with these other Labor groups. At the time, Negotiating Teams from IAM (Customer Service Agents), SWAPA (Pilots), and TWU Local 555 (Operations Agents, Ramp, and Provisioning) were participating. Over the last two and a half years, IAM has ratified an agreement, SWAPA,

along with us, voted an agreement down, and our Sisters and Brothers at Local 555 currently have an agreement before their Members for a vote. We have also engaged in discussions with AMFA (Mechanics), who have now been in Contract negotiations for three years.

Our next scheduled meeting with the other Labor groups is tomorrow, January 21, when Southwest Airlines posts the 2015 profits. We will attend the Labor Briefing at Southwest Airlines in the afternoon with the other Union Leaders to review the Financial Earnings Report. Chief Financial Officer (CFO) Tammy Romo leads the briefing and Chief Executive Officer (CEO) Gary Kelly takes questions afterwards. If profits are as high as predicted, it's going to be another record-breaking year. We look forward to continuing to share in the success of Southwest Airlines.



## TWU556 NEGOTIATING TEAM

Negotiations Update

*Straight from the Source!*

Your Negotiating Team would like to thank each of you who took the time to complete our recent survey. The survey is now closed and we were very pleased with the record level of participation. It is your feedback on surveys such as this one that becomes our roadmap going forward with negotiations. There will be other surveys as we continue through the bargaining process and we hope that you will be equally as proactive in responding.

We are reviewing results from this most recent Negotiations

Survey and combining that data with the suggestions submitted through the [Negotiations Priorities tab on the TWU Local 556 Website](#). We will be using this data as we move forward in negotiating with Southwest Airlines Management. Our next scheduled bargaining session is January 25-27. We have also secured negotiating dates in both February and March. The [Negotiations Priorities tab](#) remains open and your Negotiating Team welcomes any additional feedback or suggestions you would like to submit.

Congratulations to the Flight Attendants of Flight Services International/Atlas Air, who have voted to join the Transport Workers Union of America, AFL-CIO!  
Welcome aboard, Sisters and Brothers!





*Amanda Gauger is a Las Vegas-based Flight Attendant. Amanda serves as the Chairperson of the TWU Local 556 Education Committee.*



# CONTRACT QUICKIES!

Happy New Year everyone! With the New Year comes a new quarter. And with each new quarter, there's a fresh opportunity to attain Perfect Attendance and record improve. Let's take a moment to discuss Attendance Points.

First, and foremost, it is your responsibility to know how many Attendance Points you have (or don't have). This information can be obtained by speaking with a Supervisor or Coordinator over the phone, in the base or calling the Attendance and Leave Department.

If you feel uncomfortable calling or asking, because you may feel embarrassed or think you will now be "on the radar," make the call the same day every month, or visit the lounge every month to ask about your points. Southwest Airlines has the official number, so you must contact them if you want to know your points.

Making this call or visit is especially important if you have used a Doctor's note or Personal Illness Note (PIN). You should ensure the points have been removed appropriately. Remember: Doctor's notes and PINs must be submitted prior to the next scheduled pairing or within seven (7) working days (exclusive of Saturdays, Sundays and Holidays) after the end of the last day of the absence from the initial report of illness, whichever is earlier.

As a Line Holder, when it comes to reporting ill for an assignment, you must do so at least two hours prior to push. As a Reserve, you must notify Crew Scheduling as soon as you know you are too sick to work. This may also help prevent additional

attendance points from being accrued. If you are calling in sick for a trip, the sick call will be valid for your next scheduled pairing (unless otherwise specified). If you are calling in sick for Reserve, the sick call is valid for only one day (unless you tell Scheduling otherwise). When calling Scheduling, just inform them "I am calling in sick for my trip," or "I'm calling in sick for my Reserve day(s)/block." There is no requirement to explain your illness to them.

If you have applied for FMLA or a medical leave, you must continue to call in sick with Crew Scheduling until the Attendance and Leave department has processed all the paperwork and made the appropriate adjustments to your schedule. If your paperwork has not been processed or has been denied and you fail to call in sick, you will receive a No Show. These points will NOT be removed with FMLA or Medical Leave paperwork. If you are going through the Leave process, take a couple of minutes each day to log in to see if your schedule has been adjusted or contact the Attendance and Leave Department to inquire about your status.

Ensuring Attendance Points are accurate is something each of us should resolve to do in this New Year. By taking a small amount of time to confirm your total, you are helping yourself avoid unnecessary discipline.

For further information on the Attendant Policy, please see Article 32 in our Contract, or contact the Union Office.

Happy New Year and Fly Safely!



*Effective February 5, 2016,  
your Union Office has a new address.*

**TWU Local 556**  
8787 N. Stemmons Frwy., Suite 600  
Dallas, Texas 75247  
*all phone numbers will remain the same*

*- still, just minutes away from  
Dallas Love Field and  
Southwest Airlines Headquarters.*

# Arbitration Decision Regarding Uniform Payment Grievance

In June 2014, Southwest Airlines advised its uniformed Employees that it would no longer allow payroll deductions for uniform items. TWU Local 556 Leadership considered this a violation of a long-standing past practice and filed a Group Grievance on behalf of the Membership. Southwest Airlines Management denied the Grievance.

The Grievance was presented before an arbitrator on September 21, 2015 by TWU Local 556 Legal Counsel Patricia Ireland, Esq., of Phillips Richard & Rind, P.A. with TWU Local 556 Grievance Team Members **Barbara Fitzhugh** and **Becky Parker** presented an amazing case and argument for the Union and its Members. Several Flight Attendants testified on behalf of the Union and did an outstanding job.

On December 7, 2015, Arbitrator Robert B. Hoffman issued his decision, sustaining the Grievance in favor of TWU Local 556 and the Flight Attendants of Southwest Airlines.

As a result, the Company was required to reinstate the payroll deduction option for Flight Attendants. Because Southwest

Airlines relies strongly on the uniform vendor for all payment options, the Union and Company agreed to implement the Arbitrator's ruling once the necessary technology is in place.

As of February 1, 2016, a Flight Attendant will be able to make uniform purchases for dollar amounts that are larger than the dollar amount in her/his uniform account. The excess charges will be payroll deducted from her/his paycheck in \$25 increments until the balance is paid off. This option will be offered and approved by the Flight Attendant within the "payment window" when ordering uniform pieces online.

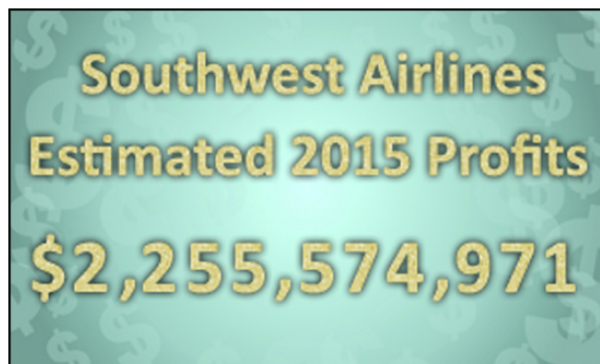
We are very proud of this decision for the Members of TWU Local 556, in which an Arbitrator upheld the long-standing past practice for the Flight Attendants of Southwest Airlines. We are extremely proud of and thankful for the TWU Local 556 Grievance Team Members and Flight Attendants who provided such amazing representation, evidence and testimony that enables us **ALL** to share in this important victory.

## Positively Outrageous Profits

Southwest Airlines is making positively outrageous profits! Our Flight Attendants, and all Employee groups, have worked hard to achieve this incredible success.

Tomorrow, January 21, at 1130 CST, we'll all be listening closely as Southwest Airlines reports its fourth quarter and annual 2015 financial results via live audio webcast. To access the webcast, visit <http://investors.southwest.com/>, or go to [www.southwest.com](http://www.southwest.com) and click on "Investor Relations" under the "About Southwest" menu at the bottom of the page. Registration for this event begins twenty minutes prior to the start of the call.

Southwest Airlines Employees continued to work hard in 2015, and we should share in Southwest Airlines' continued financial success. How hard did we work? Check the "Southwest Airlines Profit Estimator," hosted on the TWU Local 556 Website, <https://twu556.org/>; we'll update the "Estimator" to reflect Southwest Airlines' 2015 financial results ASAP.



**unity** <sup>update</sup>  
YOUR MONTHLY UNITY SUPPLEMENT



**Unity and Unity Update** are official publications of **Transport Workers Union Local 556**, representing the **Flight Attendants of Southwest Airlines**.

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