

The TWU Local 556 2011 Annual Survey Ends November 30.

Please submit your answers and thoughts before time runs out!

unity^{update}

YOUR MONTHLY UNITY SUPPLEMENT

NOVEMBER 2011

PRESIDENT'S MESSAGE

You Are Part of a Group Grievance

An update from Thom McDaniel
regarding two group grievances
currently on the books.

Congratulations to SWAPA and ALPA for reaching a Seniority List Agreement that has been ratified overwhelmingly by their Members. As of the publication of this issue, I do not have any new information on a Seniority List Agreement with AFA, nor Overwater/International Flying with Southwest Airlines. Your SLI and Negotiating Teams continue to work diligently to reach Agreements for our Members to vote on, and we will continue to keep you updated on our progress.

While most of the recent focus has been on SLI and Contract negotiations, your hardworking and dedicated Grievance Team is working to protect our Members, and uphold our Contract. In addition to their daily handling of individual scheduling, Contract, and discipline issues, there are two very important group grievances of which all Members should be aware.

As we all know, the summer of 2011 was one of the hottest on record. In addition to the outside temperature, Southwest Airlines Operational Departments made a decision to turn off gasper vents in flight and disable gasper vents on our 737-700 aircraft. As a result, our crews and our passengers experienced stifling and potentially unhealthy conditions. With a recent RBF stating that only 45 percent of our Customers are happy with their inflight experience, it seems like a no-brainer that some of that could be attributed to unbearable cabin temperatures. Your Union received numerous complaints and immediately addressed the issue with Management. As a result, there was additional focus to ensure existing ground procedures were being

followed, and new procedures were adopted to make the cabin temperature more bearable.

In addition, your Union filed a grievance under the Health and Safety provisions of our Contract. The grievance process can take a long time; however, **Michael Massoni** and **Allyson Parker-Lauck** continue working to resolve the grievance. This issue will not be resolved until our Company has created and enforces procedures that will guarantee safe and comfortable cabin temperatures.

The second group grievance filed on behalf of all Members is due to a decision by Southwest Airlines to add six additional seats to the 737-700 aircraft for a total of 143 seats. The Company has told us that the additional seats will not affect the comfort of our Customers. The necessary space will be a result of using thinner materials, eliminating some room at the overwing window exit, and eliminating the staggering of the seat rows.

When our Company added the 737-300 series aircraft to our fleet, your Union negotiated an override of \$5.00 per Flight Attendant if there were more than 122 passenger maximum on what was our then standard 737-200 aircraft. In addition, for a short period of time many years ago, Southwest Airlines operated the 727 aircraft with a capacity of 149 passengers, and negotiated a Side Letter that paid our Flight Attendants a \$10.00 override if there were more than 122 passengers on the 727 aircraft. We have also negotiated an override formula for the 737-800 aircraft that is based on, yes, you guessed it, the number of passengers on the plane.

Unfortunately even with a long established past practice, our Company does not believe that Flight Attendants should be paid more for doing more work in the form of additional passengers. Unless settled, your Grievance Team will also be going to Arbitration on this issue.

It seems that with all the complicated and difficult issues in front of us, safe cabin temperatures and compensating our Members fairly should be easily resolved. Thanks to our Grievance and Safety Teams for pursuing these important issues that affect all Members.

In closing, we will keep you informed on these and our other important Negotiations, as well as other happenings in our Company and Union. Welcome aboard to Class 254. We can all be thankful to be represented by a Union fighting so hard for us, and for a prosperous and growing Company—even when we disagree on issues, and work through the process.

THOM MCDANIEL

is a Houston Flight Attendant, and TWU Local 556 President. He can be contacted at president@twu556.org or 214-640-4301.

HUMAN TRAFFICKING: WE CAN MAKE A DIFFERENCE

Catherine Chacon, TWU Local 556 Working Womens Committee Chairperson

A few months ago Carol was working a flight from Dallas to Birmingham. She noticed the last couple of people to board were a 30 or 40 year-old man and a little girl, maybe 12 or 13 years of age. During flight the crew had started to notice something was just not right about this pair. Carol walked through the cabin serving up her good old fashion POS by offering the kids coloring books and cards. When she reached this couple, Carol asked the girl if she wanted a deck of cards to play with. The man travelling with her pulled a magazine out of the seat back and shielded the little girls face from view. He wouldn't let her answer. Thinking on her feet, Carol reacted. "Well, that is not very nice!" she jokingly stated. He removed the magazine and Carol offered the girl a coloring book. The little girl looked up at her travelling companion and he nodded to her. She hurriedly accepted the gift from Carol and looked down again. That brief interaction made Carol even more anxious about this pair. After service Carol did a quick run through of the cabin asking passengers for their connecting information so she could get them gate info. She ascertained that the man and girl were connecting to Jacksonville after a couple hours of ground time in Alabama. When the plane landed Carol spoke to an operations agent in Birmingham about the crew's concerns regarding this odd couple. Personnel on the ground in Birmingham watched the pair for a while. At some point before boarding that next flight to Jacksonville, the man and girl were separated and questioned. As it turned out, the little girl was no relation to the older man, did not know his name or where they were going. She was terrified.

Carol and her crew were witness to one possible scenario that is Human Trafficking. Human trafficking is the recruitment, transportation, transfer, harboring or receipt of person(s) by means of threat or use of force or coercion. The buying and selling of people for a variety of purposes, not the least of which are labor and sex. Human trafficking is modern day slavery.

There are nearly 200,000 incidents of human trafficking reported within the United States annually. The persons most vulnerable to fall victim to this 32 billion dollar a year trade are babies, young children, teenagers and women.

Human traffickers have come to enjoy the speed and convenience of commercial air travel in order to move captive persons from place to place. In June of 2000 the United States entered into an agreement known as the Palermo Protocol with 117 other countries. It called for measures to prevent means of transport for human traffickers and their captives by way of commercial airlines. As airline personnel we are in a unique position to identify and help put a stop to the growing crime that is human trafficking. Despite that fact, there has been shockingly little or no training given with regards to identifying signs of human trafficking in airports or on planes.

A few organizations that fight human trafficking have begun working together to help build a useful training that could be offered to airline personnel to help those individuals identify and know what actions to take when faced with a trafficking scenario like the one Carol encountered. In speaking with some members of both Airline Ambassadors and Traffick 911, I have come away with a few tips that can be useful to us as Flight Attendants and frequent visitors to airports across the country.

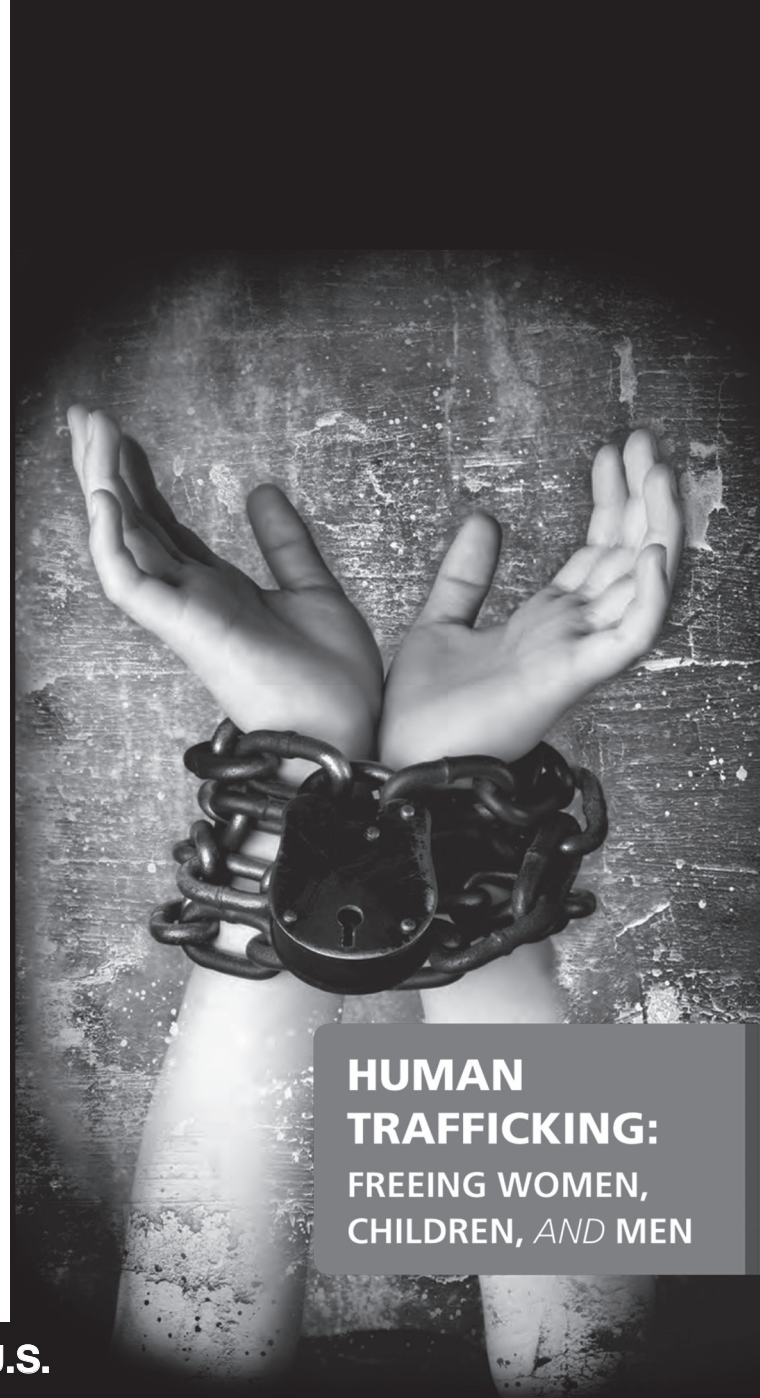
Some common identifying traits of victims include, but would not be limited to:

1. Scripted/inconsistent stories
2. Wounds and bruises at various stages of healing
3. Malnourished
4. No eye contact or watchful to the extent of paranoia
5. Accompanied by someone far better dressed
6. Unsure of destination or if travelling alone, who will meet them
7. Branding or tattoo with "Daddy", a mans name or money symbols
8. Afraid of uniformed security
9. Under the control of those they are with: not allowed to speak, not in possession of own documents, ID, papers, and not free to walk alone

As a Flight Attendant, if you suspect a case of human trafficking it is not your job, nor is it wise to confront the situation head on yourself. There are resources available to you.

1. Discreetly discuss your concerns with your fellow crewmembers.
2. Have a pilot contact authorities on the ground and alert them to the crews concerns regarding a possible case of human trafficking.
3. On the ground, ensure the Ops Agent and any responding law enforcement agent is aware of the situation.
4. If you believe your crews concerns are not being taken seriously, contact the TSA, FBI, or call 911.
5. Finally, call the National Human Trafficking Hotline. They can coordinate with authorities in any city and airport to follow up on any tips regarding human trafficking. The number is 1-888-373-7888 and connects you to a live person 24 hours a day.

For more information on the prevention of Human Trafficking and modern day slavery please visit polarisproject.org. Polaris Project operates the national hot line and offers a wealth of resources in the fight against human trafficking. Furthermore, over the last couple weeks as I began researching this subject myself, I was very pleased to find several of our own Flight Attendants that are very active in the effort to educate and prevent human trafficking in their own communities. I encourage you all to reach out to each other. Learn from and work with each other. Share your stories and knowledge. Together as Flight Attendants we work to strengthen an airline giving our passengers the freedom to fly. Let us also work together to ensure all those passengers can hold on to their freedom.



**HUMAN
TRAFFICKING:**
FREEING WOMEN,
CHILDREN, AND MEN

Human Trafficking of U.S. citizens within the U.S.

Statistics from Polaris Project. polarisproject.org

Statistics on human trafficking of U.S. citizens within the U.S. are scarce, as few studies have been conducted on the issue. Those that have been done tend to focus on sex trafficking, particularly of minors. Therefore, the focus of the statistics below on the domestic sex trafficking of minors is not meant to imply that sex trafficking of adults or the labor trafficking of adults and minors is not a significant issue in the U.S.

- 100,000 - 300,000 - Number of prostituted children in the U.S.
- 244,000 – Number of American children and youth estimated to be at risk of child sexual exploitation, including commercial sexual exploitation, in 2000.
- 98.8 – Percent of suspected or confirmed child victims of domestic sex trafficking 2004 to 2010 who were classified as Endangered Runaways.
- 41.4 – Percent of suspected or confirmed child victims of domestic sex trafficking who were repeat runaways.
- 46.7 - Percent of suspected or confirmed child victims of domestic sex trafficking who ran from a group home, foster care, DCFS care or a shelter.
- 3 months – Average length of time the child was missing.
- 40-70 - Percent of street youth who engage, at least occasionally, in prostitution to meet their basic needs.
- The population of street youth engaging in prostitution is almost equally divided between boys and girls.
- 12-14 – Average age of entry into prostitution for girls.
- 11-13 - Average age of entry into prostitution for boys.

**The National Human
Trafficking Hotline**

888-373-7888

Polaris Project: polarisproject.org

We Get Your Emails Everyday!

by Contract & Leave Coordinator
Denny Sebesta

Question: When are our bid packets/schedules going to be in local time? We are a coast-to-coast airline, soon to be international. If we are in Hawaii or the Caribbean, etc., is scheduling going to tell us to report in Central time?

Answer: We will very likely be traveling across seven different time zones in the future, that will include Hawaii and current AirTran routes. As a Member of the Union Negotiating Team, I can tell you that this is a concern, and we are addressing it with Management at the bargaining table for Overwater/International Flying.

Question: Recently our fourth was commuting home from work and told me that she had a hard time getting the jumpseat. She said the Customer Service Agent (CSA) was not releasing fourth because she had deadheading crew scheduled for that flight, and the flight was oversold. With our new agreement, deadheading Flight Attendants are guaranteed a seat, unless they choose to sit on a jumpseat. I thought the jump seat was first come, first served, one hour prior to push? So, if the CSA is holding the jumpseat in hopes of persuading a deadheader to sit there, how is that being fair to our internal employees who are following jumpseat procedures? What should we expect when we try to jumpseat going forward?

Answer: The CSA should not be holding onto the jumpseat to assume any deadheading Flight Attendant would be persuaded. It has been communicated to Ground Operations Employees (Ops and Customer Service) that deadheading Flight Attendants are considered must rides to include cabin seats and that a Flight Attendant may be asked, but is not obligated to occupy the fourth jumpseat. Please write up an irregularity report with specific information i.e., date, flight, CSA name, regarding the situation and submit it.

Question: Tonight I was selected for a drug test when I got back to base. I thought it was a bit odd the screener was a male and testing me a female. I even asked him if that was usual. I'm not

insinuating that the tester was unprofessional or accusing him of anything. I just was uncomfortable with being alone with a male tester at night with no one else around. I was just wondering if this is normal and if it is maybe suggest that females test females and males test males.

Answer - Thank you for submitting your question to the TWU 556 Web site. I've done some research on the drug testing process and here's what I found out.

I spoke with Pamela Childers, Southwest Airlines' Drug and Alcohol Team Leader. She said there are two types of FAA Regulation testing procedures:

Random Drug Testing (Your situation) – FAA regulations do not require same sex testers for Random testing. The tester is to ensure regulatory compliance with the paperwork, checking the bathroom facility toilet before use and accepting the samples provided by the individual being tested. The tester remains outside the bathroom facility (not outside the stall).

Follow up DOT Testing – FAA regulations require this when a follow up test is required due to varied reasons, for example, an adulterated test (possibly tampered with by the individual providing the sample). In this situation a same sex tester is required because this is a very invasive test, where the person is actually observed inside the bathroom from beginning to end.

If anyone feels uncomfortable being alone with a tester, they can always ask for a Co-worker or Southwest station personnel to accompany them to the testing site. The one thing she did stress is that you should *not* do anything that may be considered a refusal to test, because that is a very serious situation, so never refuse to test.

If you ever have questions regarding the tester or their actions, please contact the Drug/Alcohol hotline. Pamela said that her Team is on call 24 hours a day and if there is a concern or questions, the on-call Team Member can talk with the tester during your call. The hotline number is 214-536-9225.



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

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THE 2011 TWU LOCAL 556 TOYS FOR TOTS TOY DRIVE IS UNDERWAY!

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 bring some holiday spirit to those less fortunate this year.

Toy drive ends December 12.

