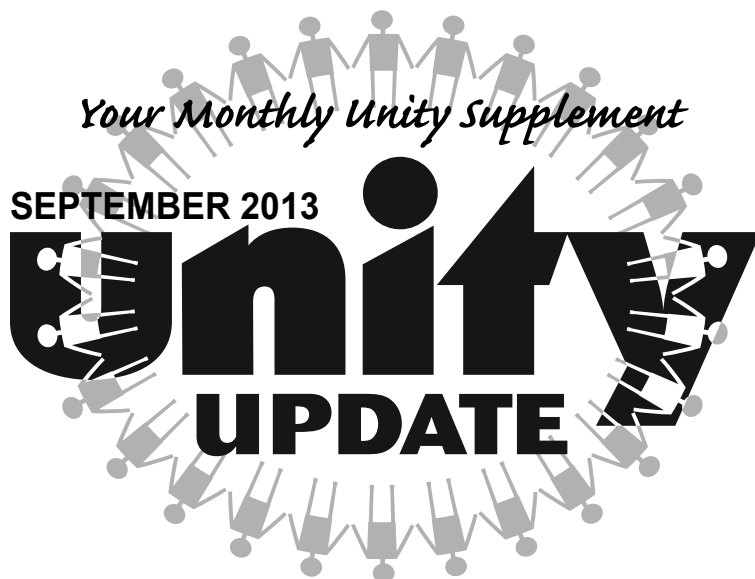


Coming Soon ... New Format for Unity Update



President's Message

The leaves will soon begin changing colors and cooler temperatures will be rolling in. Those of you who are football fans are in full swing for the season, and students have once again started filling up the learning institutions across America. Along with the end to our busy summer flying, this all points to one thing: it is officially fall! Fall at the Union Office means we are about to begin a new fiscal year. All Union Committees will submit their budgets for the Executive Board to review and approve. We have listened to your concerns and have continued to evaluate our Committees, which has led to some positive changes that I hope you see in the upcoming months. The Executive Board will be planning our goals for the next fiscal year as well. As I stated last month, we are committed to maintaining responsible spending while looking for ways to expand the services provided to our Membership. Some of these items include bringing the TWU Live Broadcast back, and increasing our electronic publications to bring frequent updates right to your phone. We will be publishing more information in the future about areas where we have reduced spending.

This fall also brings our 24th TWU International Constitutional Convention, which kicks off on Sunday, September 22. Our Convention is held once every four years, and thank you to all of our Delegates who stepped up to serve. Our Members' voices will be heard through our elected Delegates and Executive Board Members attending on your behalf. If you run into any of them over the next few weeks, take a moment to ask questions or express your thoughts about this important event. We will be electing new International Officers, voting on what legislation in Congress we want to support that affects our workplace, and participating in different committees within our International.

We have recently seen a legislative issue finally pass, and are proud of the FAA policy concerning OSHA Standards that will soon be implemented for our work environment. These standards include language regarding hazard communications, blood borne pathogens, and hearing conservation. These gains were realized through the collaborate effort of the Coalition of Flight Attendants, representing the various Unions of Flight Attendants throughout the industry.

The TWU Local 556 Executive Board has agreed that monthly editions of Unity Update will no longer be printed and placed in each Flight Attendant's mailbox. This will save our Union approximately \$16,000 per annum in printing costs.

Starting in October, the Local 556 Communication Committee will email Unity Update directly to our Members twice monthly on the 5th and the 20th, for a total of 104 issues each year. The Union's monthly MailChimp subscription allows us to send an unlimited number of emails for \$67.50 monthly, or \$810 per annum.

In addition to being a more cost-effective and "green" method of communicating with our Members, the emailed Unity Update will enable the Membership of Local 556 to receive the most current information in a timelier manner.

The Executive Board has agreed to reevaluate this electronic delivery of Unity Update after a six-month trial period. If you do not currently receive emails from TWU Local 556, please update your email address by visiting <http://twu556.org/>.

Recently we published information about how the Airline Flight Crew Technical Corrections Act amended FMLA calculation for Flight Crews. This change was effective in March 2013. Under the Act, the FMLA allocates 72 days for intermittent leave for a Flight Crew Member and clarifies that a Crew Member's workweek is based on six days. Our Union has been researching since then to ensure Southwest Airlines is applying this change correctly. We will continue to discuss the application of the Act with Management, and be assured we are working towards resolution. Please contact the Union Office if you have questions.

Our Flight Attendant family has suffered losses recently, and I want to remind you all that our Critical Incident Stress Management (CISM) Committee is here to help. Whether it is on or off the job stress, they are a great resource of your peers. As fellow Flight Attendants, they understand the difficulties faced in our unique job, and can guide you in the right direction if you need further assistance for other life stressors. A CISM Team Member may be reached at 1-800-408-3220.

Next month begins our final round of Membership Meetings for 2013! The dates and times of these meetings have been posted in the Flight Attendant lounges and on the Union Website. During these sessions, we will be voting on the motions you made in the last meeting to amend our current Bylaws. We hope attendance continues to increase, and look forward to seeing you at a meeting.

In closing, I want to thank you for the service you provide daily to our Customers on behalf of Southwest Airlines. You will see that our Negotiating Team has been busy working to secure a Contract you deserve, while also looking to maintain Southwest Airlines' continued success. I am proud to be serving you.

In Unity,

Audrey Stone
President, TWU Local 556





Our Negotiating Team (NT) accomplished an aggressive schedule during the month of August, and we have much more planned for September. Through our negotiations with Southwest Airlines (SWA), we have reached a Tentative Agreement on six Articles: 1 (Nondiscrimination), 2 (Purpose of Agreement), 4 (Status of Agreement), 7 (Probation), 19 (Grievance Procedures) and 31 (Savings Clause).

We received a large amount of data obtained through information requests that will help focus our future Contract proposals. We also participated in an intensive two day Collective Bargaining seminar hosted by TWU International and conducted by labor education experts from the University of Arkansas-Little Rock. It included contract language writing, strategy and mock negotiations. We look forward to four more productive bargaining sessions on September 4, 5, 11 and 12. We are planning a road show in all Bases during September and October to visit with you in person to hear your suggestions and concerns. These will be scheduled around our negotiating dates, and we will be publishing dates and times soon. Our NT is always planning for issue-driven surveys in the future to gain more feedback from you. Please check our Website at www.TWU556.org and click on the Negotiations tab.

On Monday, August 26, Negotiating Members from several key labor groups participated in a Negotiations Summit. Pilot negotiators (SWAPA), members of Ground OPS (TWU 555), Reservations/Customer Service (IAM 142), and the Flight Attendants (TWU 556) met to discuss common obstacles experienced in current negotiations with Southwest Airlines. Several areas were identified that point to an overall collective strategy by Southwest Airlines to reduce costs by limiting labor Contracts. The labor groups that attended the Negotiations Summit mutually agreed to establish a schedule for future meetings. We have agreed to convene quarterly with the next Summit taking place in December. In the best interests of Southwest Airlines, its Employees, and Customers, all in attendance believe that a collaborative approach to protect the unique culture of our "LUVed" Company is appropriate.

Please remember how vital it is to wear your Union Pin and continue to display your professional Southwest spirit. We want to hear from you so contact us anytime with contractual questions, problems and solutions. Our NT is especially interested in your reports of the reschedules you are experienced online, and we can be reached at negotiators@twu556.org.

United We Stand, Divided We Beg

FADAP - A great resource

September is designated as National Alcohol and Drug Addiction Recovery Month. It promotes that recovery is possible, celebrates those who are currently in recovery, and honors those who have worked to help others through recovery.

We are excited to introduce the new TWU556 Flight Attendant Drug and Alcohol Program (FADAP). FADAP is a confidential substance abuse prevention program, created and promoted for and by the Flight Attendant profession and is funded by the FAA. Our team consists of fifteen active Southwest Airlines Flight Attendant peers who, combined, share over 190 years of recovery from alcohol and/or drug addiction. Each of us knows first-hand the pain of living with the guilt, shame, and remorse that comes from addiction and the freedom of finding and living in recovery. We would love to share our experience, strength and hope to assist those suffering from drug and/or alcohol dependency.

My name is Natalie and I am an alcoholic. I started drinking when I was fifteen years old. Back then, I would say that my drinking wasn't a problem. However, looking back I always drank to get drunk. I went to my first treatment center in 1999. I was 26 years old and had been a Flight Attendant for three years. I was not ready to quit drinking. September 11, 2001 was the beginning of the end.



I went through many detox facilities and three more treatment centers before taking a leave of absence to take care of my addiction. Back then, FADAP was not available and I felt alone. Today, I celebrate ten years of sobriety and I want to share the gift that was given to me. Alcohol and drug addiction is a disease and recovery is possible.



My name is Amy and I am an alcoholic. Those words haven't always been easy for me to say out loud but today I am proud of my recovery. I tried for years to control my drinking without success. I started feeling weak and without willpower. Once those feelings came, my self-hate took over. I was living a double life. I was the life of the party on the outside but dying on the inside. My solution came on a 3-day trip. I was told that the "A" Flight Attendant was an alcoholic who didn't drink anymore. That night would be my last drunk. The following morning, on August 23, 2008, I was contemplating suicide but somehow managed to get myself on the airplane. I reached out to the "A" Flight Attendant for help. That was the beginning of my road to recovery.

If you are a Flight Attendant in need of assistance with substance abuse call FADAP for confidential assistance at 214-640-4307.

If you are a Flight Attendant who has two or more years of recovery and would like to join the FADAP team, call 214-640-4307.

Natalie Salsar and Amy Hutchins Peters
TWU/556 FADAP Co Chair(s),
214-640-4307

TWU Constitutional Convention

The 24th Constitutional Convention of the Transport Workers Union of America, AFL-CIO, will be held at the Mirage Hotel in Las Vegas, Nevada beginning September 23, 2013. According to TWU, the Convention, held every four years, *"as the supreme authority in our Union, will review the administration and the achievements of our Union over the past four years in light of the many problems that confront us and our nation. The major function of the Convention is to chart our future course, and to that end, we will formulate and adopt programs and policies designed to promote the welfare of our Union and its Members."*

In accordance with the provisions of the TWU International Constitution, Local 556 is entitled to 35 Convention Delegates, who will carry 104 votes at the Convention. Last month, in a national election, nineteen Flight Attendants were elected by our Membership to join the Local 556 Executive Board serving as Delegates to this Constitutional Convention. These 35 Flight Attendants will be representing the interests of the Flight Attendants of Southwest Airlines and Members of TWU Local 556 while making important decisions that will affect us for years to come. If you see one of your Constitutional Convention Delegates on line, please be sure to encourage them and to thank them for their service to our Union and for not being afraid of "stepping up and speaking out."

Please visit TWU556.org for a list of your Constitutional Convention Delegates.

SJU - Report times

Per Side Letter 10, *"If the Flight Attendants are required to report to an outstation with the Pilots, the Flight Attendants' duty day will commence at the same time as the Pilots' duty day, if earlier."*

One Side Letter 10 FAQ states:

Q: How will Scheduling know if I had to report to the airport early because the Pilots were required to be the aircraft/airport?

A: Unless the earlier report time is pre-arranged through Planning/Scheduling, you should call Scheduling as soon as you know this could be a requirement, but before reporting to the airport."

One of the ways you'll know if you have to (or don't have to) report to the airport with the Pilots is by looking at **both** sign in sheets the day/night before. The Pilots working your flight **should have** a different van departure (lobby time) since they have to be at the airport 45 minutes prior to push; however, this isn't always the case. If your van departure/lobby time is **the same** as your outbound Pilots the next day, you must call Scheduling **before you get on the van/shuttle** to the airport; preferably the night before so Scheduling can arrange alternate transportation. If you notify Scheduling the same day that you are going to depart for the airport, they will be less likely to arrange alternate transportation and more likely to just adjust your report time, which (9 times out of 10) is not going to give you any increase in compensation. Remember, this is **your** layover that is being affected, so you must be proactive and not count on anyone else (Scheduling, the Pilots, or the hotel) to ensure that your quality of work life is preserved.

3RD QUARTER MEMBERSHIP MEETINGS

General Union Meeting open to Members only.
ID's will be checked.

DALLAS

10:00 A.M., Monday, October 7, 2013
TWU Local 556 Union Office - (214) 352-9110
7929 Brookriver Dr., Suite 750, Dallas, TX 75247

HOUSTON

10:00 A.M., Tuesday, October 8, 2013
**Houston Hobby Airport
Rockets Room (down the hall from Flight Attendant Lounge)

DENVER

*12:00 P.M. (Noon), Monday, October 21, 2013
Courtyard Marriott Suites-(303) 371-0300
6901 Tower Road, Denver, CO 80249

PHOENIX

10:00 A.M., Tuesday, October 22, 2013
Phoenix Sky Harbor International Airport -
(602) 273-4391 - Terminal 4 (the British Airways Lounge is upstairs, the meeting room is next door)

LAS VEGAS

*12:00 P.M. (Noon), Wednesday, October 23, 2013
Hampton Inn Tropicana, Fiji Room - (702) 948-8100, 4975 Dean Martin Drive, Las Vegas, NV 89118

OAKLAND

10:00 A.M., Thursday, October 24, 2013
OAK Airport-Rear Conference Room
(510) 563-6424. Terminal 1 (elevator is on the right before security checkpoint; proceed to the 2nd floor and through double doors)

CHICAGO

10:00 A.M., Monday, October 28, 2013
Hampton Inn - (708) 496-1900
6540 S. Cicero Ave, Bedford Park, IL 60638

ORLANDO

10:00 A.M., Tuesday, October 29, 2013
Fairfield Inn Airport-(407) 888-2666
7100 Augusta National Drive, Orlando, FL 32822

BALTIMORE

10:00 A.M., Wednesday, October 30, 2013
**Doubletree by Hilton Baltimore Airport (410)
859-8400, 890 Elkridge Landing Rd. Linthicum Heights, MD 21090

* New Meeting Time

** New Location

MEETING AGENDA: Voting on Bylaw Amendments & General Business.

Members and Veterans

The image shows a screenshot of a web form titled "Veteran Registration" and "Support Registration". The form has fields for "First Name", "Last Name", "Employee Number", "Base", and "City". Below the form is a large QR code. The form is titled "Veteran Registration" and "Support Registration".

Go to twu556.org/committees/veterans-committee/veteran-registration/, to register as an active Veteran, or register to volunteer for Veteran related activities. Or scan the QR Code to take you directly to the link.

Currently neither TWU Local 556 nor Southwest Airlines has a comprehensive list of employees who are presently serving in the United States Armed Forces or are Veterans. The Union has decided to establish such a list. We believe that in doing so we will be able to better serve our Members who are Veterans as well as those that are on Active and Reserve status. A registration form for Active/Reserve and Veteran status has been placed on the TWU 556 Website. This form also allows for Members to register if they would be willing to assist in Veterans related activities. We encourage all Military Members to register and for others to volunteer if possible.

In early December 2013 the Veteran's Committee of the TWU Air Transport Division (ATD) will be visiting the Brooke Army Medical Center in San Antonio, TX. The purpose of this visit is to meet with and provide much needed personal and sundry items to Service Members currently convalescing there. The Committee will also be hosting a barbeque and expects to serve over 1000 Veterans and their families. TWU 556 plans to collect items for this event in each Base during the month of November. In addition to this event we will also be coordinating with a local Veterans group in each Base to provide assistance with Veteran's Day activities.

If you would be interested in helping to collect items in your Base or would be willing to assist in another capacity please contact me at csullivan@twu556.org.

Chris Sullivan
DEN Flight Attendant
TWU 556 Veterans Committee Chairman

Just Imagine ...

As the nature of the airline industry would have it, Southwest Airlines and our jobs are constantly changing, and along with these changes and growth over the past few years our relationships with other workgroups has become strained. I saw this strain years ago when I was a Ramp Agent, later as a Ramp Supervisor and I have seen it as a Flight Attendant. Our Ops Agents are working more flights per day; Provisioning Agents are working additional flights and struggling to stock -800s; Customer Service Agents went from working one flight at a time to four; Ramp Agents are dealing with tons of "free" bags; and Flight Attendants are running between planes with more swaps and dealing with reroute after reroute. Let's toss in record load factors and choreograph it with only seconds to spare and the result is each Employee is concerned about delays, or more importantly – which workgroup will be assigned the delay.

On top of the above-mentioned stress factors are Contract Negotiations with many of our workgroups. We would all love to come to work and enjoy less stress but that just does not seem to happen for some of our cohorts.

- Imagine coming to work knowing that Management wants to slash your sick bank to 80 hours. That's just two weeks of pay for our Ground Ops Employees!
- Imagine what it feels like to show up knowing that if your boss could make you a part time employee and slash your benefits.

- Imagine coming to work knowing that Management is trying to wedge in contract labor in your field of work – possibly eliminating your job.
- Imagine working for a Company whose parent Company pays higher wages than you receive.

These are just a few of the topics that many of our Coworkers face day-to-day. The stress of Contract Negotiations coupled with increasing stress factors pertaining to our jobs can be overwhelming, but should not be prevent any Employee from performing their jobs to the best of their ability, nor is it an excuse to provide less Customer Service, be it internal or external.

The best way to prove to Southwest Airlines that you deserve a fair Contract is by doing a great job each and every time you come to work. Please be mindful of the working conditions your Coworkers are facing and be a positive force in an open conversation with other workgroups. Together we will be a unified front to Southwest Airlines. Together we will all ratify the fair Contracts that we deserve.

Erich Schwenk
MDW Flight Attendant
TWU 556 Communications - Technology



unity
THE MAGAZINE OF TWU LOCAL 556



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

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