



SEPTEMBER 20, 2014

unity update

Your bi-monthly
Unity supplement

Message from the 2nd Vice President



Brett Nevarez is a Las Vegas-based Flight Attendant. Brett serves as the 2nd Vice President of TWU Local 556 and is a Member of the Negotiating Team

This week, I had the pleasure of accompanying President and Lead Negotiator Audrey Stone as she attended the American Bar Association's (ABA) Air and Space Law Forum in Montreal, Canada on behalf of the Members of TWU Local 556. Audrey served as a panelist alongside an Air Line Pilots Association (ALPA) lawyer, an aviation industry legal consultant, and airline management representatives from Air Canada, United Airlines and Southwest Airlines during a discussion titled "Hot Issues in the Field of Labor Law." The discussion focused on four topics:

1. Wage convergence (recovery of pay rates from bankruptcy concessions) and different compensation methods, such as productivity and profit sharing incentives;
2. Contract negotiations and bargaining styles;
3. The effects of scope clauses in code sharing and joint ventures with foreign carriers;
4. Hiring prospects in the future.

I watched with admiration as Audrey, the only Flight Attendant invited to speak and in attendance at the Forum, represented not only the Members of TWU Local 556, but also the Flight Attendant profession. Audrey reiterated our role as first responders and safety professionals. She reinforced the fact that

in this age of advancing technology, Flight Attendants are oftentimes the only point of actual human contact for our Passengers. Audrey's comments obviously resonated with the audience. Many Forum attendees talked with her afterwards, and it became a great networking opportunity.

In addition to the many aviation consultants and Department of Transportation (DOT) representatives in attendance at the Forum, Management representatives from Southwest, American, Spirit, jetBlue, and Alaska Airlines were also present. Similar to our visit to Wall Street, it is vital for the voice of Flight Attendants to be heard by the people who may view us as merely numbers and costs, rather than essential business partners affecting the bottom line on every flight every single day. The fact that we are the face of Southwest Airlines gives us a tremendous advantage at the bargaining table and makes me very proud to be a part of the Negotiation Team representing 12,000+ of the best Flight Attendants in the industry.

The Members of TWU Local 556 should be very proud of their President, Audrey Stone. It was truly amazing to see her in action. Audrey was well prepared and articulate, and she represented us very well at the American Bar Association's Forum. Thank you, Audrey.



Negotiating Team Update

The TWU Local 556 Negotiating Team (NT) met with Southwest Airlines Management for three days of intense bargaining on September 10, 11 and 12. I am pleased to report that we have reached Tentative Agreements (TA's) on four additional Articles: 12 – Exchange of Trips, 13 – Uniforms, 29 – Domiciles, and 33 – Commuter Policy. We were able to make improvements to all of these Articles, despite Management's desire to make big changes.



Our NT not only fought for enhancements to these Articles, but also to keep the flexibility we currently have, especially in Articles 12 and 33. It is difficult when both sides want increased flexibility, but are at opposite ends of what that means. Increased flexibility for our Flight Attendants also meant an increase in operational risks to Southwest Airlines, according to Management. Conversely, an increase in operational flexibility for Southwest Airlines means limitations in the flexibilities of our Flight Attendants. We refused all talks regarding changes to our current contractual language that affords unlimited trip trade/giveaways, and made it clear to Management that it would be a waste of time to continue entertaining ideas of changing that.

I have been clear from the beginning of these negotiations both to Management and those of you I have spoken with that, based on feedback from YOU, the Membership, our NT would not entertain employment-based minimums. While every TA is still subject to be reopened until a final TA is reached, I am confident that this TA on Article 12 means that we will all continue to have the freedom to fly a schedule that respects our quality of life.

We also continued discussions on Article 10 – Scheduling/Bidding, 14 – Vacations, 15 – Leave of Absence, 16 – Sick Leave/On the Job Injury, 24 – General & Miscellaneous, and 28 – Scheduling Policy. As you can see, it was a very busy week at the table for our NT. We believe we are close to TA's on some of these Articles, and also recognize we are still far apart on others. If we are able to have more discussion and reach resolution on these, then we are quickly at Article 21 – Compensation. We are currently working with our Economist Dan Akins, preparing our comprehensive compensation package, and have put pressure on Management to secure negotiating dates for the next quarter.

Please know that we continue to fight for each of you at the table. We recognize that we have an industry-leading Contract. However, we want to not only maintain, but also to improve upon the current language. We remain committed to that, and I am honored to be leading the team representing you, the best Flight Attendants in the industry, TWU Local 556 Members.

In Unity,

Audrey Stone



KEEP STRONG AND EDUCATE ON



On September 10, Contract Action Network (CAN) Base Leaders and CAN Volunteers were in the Flight Attendant lounges and airport terminals educating our Members about the Premium Pay Protections currently in our Contract. They will be in the lounges again on September 26. The CAN has also launched a unity-building "SMILE Campaign" to build Unity amongst not only our Flight Attendants, but also the entire Southwest Airlines Family.

*Orlando and Las Vegas CAN Leaders and Volunteers will be in the Lounges on September 27.

Remember, on the 10th and 26th of every month, your CAN Base Leaders and Volunteers will be in the lounges and terminals. If you are interested in volunteering to be a part of the CAN in your base, please contact your Negotiating Team at nt@twu556.org or contact your CAN Base Leaders listed below.

CAN BASE LEADERS

ATL	Alison Head	31023
	Josie Rose	29947
BWI	Stephanie Roberts	63228
	Alyson Schiele	49604
DAL	Cory Wells	69637
	Andrea Garnett	26015
DEN	Kristen Byrd	69581
	Ian Johnson	57002
HOU	Peggy Davis	74576
	David Jackson	41357
LAS	Mark Anthony Reyes	90220
	Amanda Gauger	82562
MCO	Michael Arthur	96744
	Egda Avila	58896
MDW	Roy Soria	83396
	Bill Geisert	76981
OAK	Lara Silva	21917
	Josh Rosenberg	73663
PHX	Nathan Koschmann	77032
	Kelly Reeves	90497

Membership Meetings

The final Membership Meeting of 2014 will be held **September 25-29**. Please check the TWU Local 556 Website for a list of meeting locations and dates.

We'll see you there! *(All Meeting Times are Local)*

BALTIMORE

Thursday, September 25, 10:00 A.M.
Doubletree by Hilton-BWI Airport - (410) 859-8400
890 Elkridge Landing Road, Linthicum Heights, MD 21090

OAKLAND

Thursday, September 25, *12:00 P.M.
OAK Airport Rear Conference Room (510) 563-6424
Terminal 1, Before checkpoint take a right, take the elevator to the 2nd floor, right through the double doors, 2nd door on the right

ORLANDO

Friday, September 26, *10:00 A.M.
Hampton Inn-International Airport (407) 888-2995
5767 TG Lee Blvd, Orlando, FL 32822

LAS VEGAS

Friday, September 26, 12:00 P.M.
**Courtyard Las Vegas (702)-895-7000
5845 Dean Martin Drive, Las Vegas, NV 89118

ATLANTA

Saturday, September 27, *10:00 A.M.
Renaissance Concourse Atlanta Airport (404) 209-9999
One Hartsfield Centre Parkway, Atlanta, GA 30354

PHOENIX

Saturday, September 27, *12:00 P.M.
Phoenix Sky Harbor International Airport (602) 273-4391
T-4 Next to British Airways First Class Lounge

HOUSTON

Sunday, September 28, *10:00 A.M.
Houston Hobby Airport (713) 845-2140
Astros Room-Down the hall from the FA Lounge

DENVER

Sunday, September 28, *12:00 P.M.
Holiday Inn Express
(303) 373-4100
6910 Tower Road, Denver, CO 80249

CHICAGO

Monday, September 29, 10:00 A.M.
Hampton Inn Midway
(708) 496-1900
6540 S. Cicero Ave, Bedford Park, IL 60638

DALLAS

Monday, September 29, *10:00 A.M.
Transport Workers Union Local 556 (214) 640-4300
7929 Brookriver Drive, Suite 750, Dallas, TX 75035

*indicates a change in Meeting Time

** Indicates new Meeting Location

Tips for Reporting an On-the-Job Injury (OJI)



Alice Hinckley is a Dallas-based Flight Attendant and serves as the TWU Local 556 Leave Specialist

When you are injured on the job, it is very important to seek medical treatment as soon as possible. If it is a serious injury, seek medical treatment immediately. If you do not need the emergency room,

contact your Inflight Base as soon as possible. Your base leader will complete an Injury Report (I3R) and you will need to sign the report; this applies whether or not medical attention is sought. If you are not in the presence of the base leader filling out the report and they ask if it's ok to sign for you, it's a good idea to have a copy of the I3R faxed or emailed to you so that you can review it before authorizing the base leader to sign it. The information on that I3R report may help determine compensability.

You will be compensated for trips pulled from the time you seek treatment. For example, if you are injured on a Friday, pulled from Saturday and Sunday and don't go to the Company doctor until Monday, the days you were pulled will be considered Sick Time and compensated from your Sick Bank. Trips pulled will not be converted to Workers Comp until you have been seen by a Company Doctor. If the doctor pulls you from work, make sure your note has a start date for your pull, a diagnosis and a return to work date. You are responsible for calling in sick for ALL trips on your board until the Southwest Airlines Leave Department pulls you. If the doctor extends your leave, call in sick for all trips until they are pulled. **NOTE:** If you are told that a Company Doctor is not available or their office is closed, it is acceptable for you to be seen at an emergency room instead.

Many times, Flight Attendants hurt themselves and think they "can work through it." Even if you don't feel you need medical treatment, you should write an Irregularity Report (IR) and have a base leader fill out an I3R to protect you in the event that symptoms develop later. **TIP:** Ask for a copy of your doctor's note even if they fax it to the base for you. In some instances, the Leave Department may not receive it and you will be able to provide your backup copy. **BIG TIP:** Remember to write down everyone's name that you talk to and the time you talk to them. If you leave your adjuster a voicemail, write down the day and time you called them as well. Keep a file of copies of all of your documentation for yourself.

As always, the Union is here to help you navigate the leave process. Please don't wait until you are in points trouble before reaching out for assistance. My direct number is 214-640-4350. My email address is ahinckley@twu556.org

Industry-Leading or Substandard? It's Up to You!



Leslie Mayo is the National Communications Coordinator for the Association of Professional Flight Attendants (APFA), representing the Flight Attendants of American Airlines.

This article originally appeared in the April 2002 Contract Connection. It has been updated.

NEGOTIATIONS, December 1987

I'd been flying for American just under a year. Our President was Patt Gibbs. If you knew anything about her, you knew that the likelihood of her calling a strike, if necessary, was pretty promising. This is one burly woman. I was looking forward to some time off, so I welcomed a strike (ignorance is bliss). But she didn't call one after all - she settled with the company at the 11th hour during supermediation.

NEGOTIATIONS, November 18, 1993

Still clueless, party of one. I was an InfoRep for APFA, but only because I liked the pin. I woke up from a rough night of carousing with my friends and thought maybe I should call the APFA HotLine for the first time in six years. Thinking a strike would never happen and that it's all just a scare tactic, I expected to hear the details of our new Contract. I was ready to be "A-Scale" and see my pay double overnight. Isn't that what I paid my Union for? Lo and behold, our APFA President's voice was on the tape announcing a strike and demanding we go to the airports to picket.

NEGOTIATIONS, June 30, 2001

I was in my fifteenth year with American Airlines and I finally got it. (As the National Communications Coordinator for APFA, let's hope so.) The leadership had been working tirelessly, since our first Tentative Agreement was voted down, assisting our negotiators in obtaining a new Contract that our Membership would not only ratify, but would really be able to flourish under. Our Members were relentless in volunteering to do whatever it took. Our Membership action events were incredibly successful and American Airlines knew this group was ready for anything.

What was the difference with negotiations in 1987, 1993 and 2001? In all three cases, the difference was the Membership.

I learned years later that the reason we didn't go on strike in '87, and instead accepted what seemed like a Contract with room for improvement, was because Patt knew the Membership wasn't ready. Not for a lack of trying, but because the Leadership knew we weren't mad enough. And the company did, too. The thought of calling for a strike and watching hundreds, if not thousands of Flight Attendants scab was not the Union's idea of successful negotiations. The Leadership did the best they could with what they had. I also learned that the reason we did go on strike in 1993 was because the Membership was ready. Our leadership knew it. But the company didn't. We

tried to warn them with nonstop informational picketing, but they didn't listen. So, we took them by surprise and shut down American Airlines for five days. I remember a crew scheduler calling that second morning of our Strike to offer me an immediate transfer to any base in the system if I would just take a Honolulu trip out of Los Angeles later that day. No thanks; the party was in front of the airport now, not on the plane. But I knew that, regardless of the location of the party, there was nowhere else I could be but curbside, with a picket sign in my hand.

I was pretty clueless back then. I never really cared about my Union - never realized that I needed them or that they needed me, either. I showed up for work, somehow never got caught doing the atrocious things I used to do on board, and slithered past my supervisor on a bi-weekly basis. All of this with a big smile on my face, my skirt a little too short and fully focused on the next party. I was having fun, but I wasn't taking responsibility for my future. Tunnel vision can be dangerous! And I knew someone else would do it anyway. Thankfully, not everyone shared my mentality.

Working from the inside for a change, I had a front row seat for negotiations in 2000-2001. The company knew we meant business, and they knew the Membership was there, too. Every single one of us was mad, broke and ready to do whatever it took to get the Contract we deserved. This time, the company knew it too.

Empower your Leadership with your steady support. Trust me, these people are NOT doing the work because it's fun and involves lots of time off. But it is so rewarding when goals are realized. That's why people get involved on every level - from the Membership to the Leadership. You don't have to be the president to realize a goal. Let Audrey do that. She and your Negotiating Team have a lot of work ahead of them but they won't be able to do it without you. This, I know for sure.

Flight Attendants are an amazing group, and I didn't realize until recently what this group can accomplish if we are cohesive. The AA Flight Attendants earned an industry-leading Contract in 2001 because the company knew we were willing to do whatever it took. Our company was fluid, stable and able to provide for our membership what we were asking. The only reason they did, though, was because they knew they had no alternative. I see a lot of parallels with your company today. Guess what? Now it's your turn. Every single one of you.

Contract Quickies!

Brandon Hillhouse is a Dallas-based Flight Attendant and a Member of the TWU Local 556 Grievance Team and Negotiating Team.



Article 10.5 DRT/SDRT

Daily Release Time (DRT) – is the release from a pairing or Reserve block without pay that a Flight Attendant may bid and be awarded on a voluntary basis.

- DRTs will be determined based on daily staffing needs in each Base.
- DRT slots will be awarded in Base seniority order, followed by all out-of-base requests in overall Flight Attendant seniority.
- If awarded DRT, you may not pick up any pairings over those DRT days.
- Available DRT slots will be posted no later than 1400 Central time the day prior.
- Should a Flight Attendant wish to cancel her/his bid after submission, the cancellation must be submitted no later than 1700 Central time the day prior.
- DRT awards will be made available no later than 1800 Central time the day prior.
- Each bid must contain the Flight Attendants Employee number and pairing or Reserve block.
- Partial request will be denied, however a Flight Attendant who has given part of her/his pairing or Reserve block away may request to be pulled from the remainder of her/his pairing or Reserve block.
- When a Flight Attendant is awarded DRT, all assigned pairings originating the day of the award will be pulled without pay.

Secondary Daily Release Time (SDRT) – After DRT awards are processed, Scheduling will evaluate the operation and assess ability to offer all or some of unawarded slots as SDRT.

- Available slots are posted on the Open Time display screen in CWA. These do not count towards any maximum pairings allowed in Open Time.
- SDRT slots will be posted no later than 2300 Central time the night prior.
- Flight Attendants must contact Scheduling to be awarded an SDRT slot and have it processed.
- A Flight Attendant may request to be released from an assignment up to three (3) hours prior to departure on a first-come, first-served basis.
- Scheduling may discontinue offering SDRT in order to maintain a sufficient number of Reserves for forecasted operational needs. Once SDRT is discontinued, the slots may not be reposted.
- A Reserve who has already completed one or more Reserve days in a block may request SDRT for all remaining Reserve days in that block. Only the Reserve days pulled for SDRT will be without pay. A Reserve has completed a Reserve day if the following conditions have been met:
 - o A Reserve has completed their on call period (1100 Local time for AM Reserves, 1800 Local time for PM Reserves, or 2400 for Ready Reserves) on the day prior to the SDRT award without an assignment, or
 - o A Reserve has completed their assignment (flying or APSB) on the day prior to the SDRT award and has been released for a domicile break as outlined in Art.11.15.C
- Reserves who receive SDRT after the commencement of their on-call status will be released from the Reserve block without pay.

DRT OVERLAP – There is specific language outlined in the Contract for DRT at the end of the month and how it applies to an overlap situation. Please refer to Article 10.5.D, page 38 (hard copy) to read this language.

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