

President's Message



Audrey Stone is a Las Vegas-based Flight Attendant and the President and Lead Negotiator of TWU Local 556.

At the beginning of this month, I received an email from a Member of TWU Local 556 where the subject line was "Month of Thanks." The Flight Attendant stated she was going to express her gratitude to someone each day during November. I felt honored for making her list, and it left me reflecting on where my thanks would go. There are the usual – my friends and family, my health, my trainer (someone has to get me to the gym in the morning!) but there are also the not so obvious individuals in my life that I should give thanks to every single day. Since becoming your President last year, I have been privileged to lead many teams of Flight Attendants and Union Members who work on your behalf every day of the year.

After becoming President of our Union, the Negotiating Team (NT) was the first team I began working with since we were scheduled to open Contract Negotiations with Southwest Airlines Management immediately. It was only through their preparation that we were able to do this on time, and during the last year and half, your NT has not wavered in their commitment to bring a Tentative Agreement (TA) to you that both rewards your contributions as Flight Attendants and protects our Company's sustainability into the future. If you knew how hard the NT continues to fight for you, then you would surely be proud. I know I am, and I am thankful to work with them.

The second team I began working with was our Executive Board (EB). At the time, it was the team struggling the most, due to constant fighting and a changeover in leadership. However, your EB was ready to finally move on and get back to the business of the Membership. They quickly reduced spending and recommitted to working together. During this time, your Executive Board expanded the services offered to our Members while rebuilding the treasury made up of your dues money. I continue to be impressed with the amount of work accomplished by the EB during particularly busy Board meetings, and I am thankful for their commitment to our Union.

I also began working with our Grievance Team during this time. This team of Flight Attendants is one of the teams who will never get the thanks that they deserve. Seven days a week, they tirelessly serve our Flight Attendants. From answering the front line phone calls, filing and overseeing grievances, to their

fierce advocacy in resolving disputes, this team works hard and takes little credit. They also do so with patience and grace, even during the most trying of moments. I am so thankful for them, and for the difference they make for our Flight Attendants.

Last but certainly not least are the hundreds of Flight Attendants also serving our Flight Attendants every day through their dedication to one of the twenty TWU Local 556 Committees. Some of these committees have been around for a long time, like our Shop Stewards and Critical Incident Stress Management (CISM), and others are more recent like the Mobilization/Organizing Committee. All of these Committee Members have Flight Attendants who volunteer their time as activists, whether it's assisting a Member in crisis or educating someone about negotiations through the Contract Action Network (CAN). I am thankful for the Flight Attendants who make our career path an easier one through their constant support of their co-workers.

Finally, I am truly thankful for the opportunity to represent you. I could not do it without the daily assistance of these Flight Attendants serving in these various capacities. They are committed to both you and our Union. I rarely slow down enough to appropriately share my heartfelt thanks to them, but without them, I would never have had the honor of working for you in this role. I was told a long time ago that I would one day at the same time be grateful and awed for getting a chance to serve as the President of TWU Local 556, on behalf of the Flight Attendants of Southwest Airlines. I have experienced emotions across a wide spectrum during my time as President, but as I was reminded in an email earlier this month, this really should be a month of thanks. I will continue to be thankful for the chance to work with teams of talented individuals and represent you every day.

In Solidarity,

Audrey Stone

TWU Local 556 President and Lead Negotiator

TWU Local 556 New Hire Flight Attendant Education Booklet



Matt Hettich is an Oakland-based Flight Attendant. Matt serves as the Oakland Domicile Executive Board Member and the Chairperson of the Union's Education Committee.

In recent years, the TWU Local 556 Education Committee has embarked on a mission to explain our Contract in easy to understand language. To accomplish this, the committee has created a number of resources with real life examples and illustrations to help explain important elements of our Flight Attendant Contract. One such resource is the Contract Education Handbook. The booklet is available to all Members and is accessible on the TWU Local 556 Website. It is designed to break down, in layman's 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. On the Union Website, click on [Contract>The Contract](#) on the dropdown menu and scroll down and click on Contract Education Handbook, or [click here to go to the link](#).



You can print the Contract Education Handbook in booklet form by setting the printer parameters to booklet printing.

It's Mo'vember at TWU Local 556

According to the American Cancer Society, cancer will claim the lives of more than 310,000 men in the U.S. in 2014. Flight Attendant Michael Arthur will not be one of those men. TWU Local 556 Members are very fortunate to count a brave man such as Michael among our ranks. Michael Arthur is a Baltimore-based Flight Attendant and serves as a Contract Action Network (CAN) Leader in Orlando. In the Fall 2014 issue of Unity Magazine, you'll read a very personal account of Michael Arthur's fight to defeat cancer.

Early diagnosis and treatment of cancer can help reduce the risk of death. The Movember community has raised \$559 million to date and funded over 800 programs in 21 countries. This work is saving and improving the lives of men affected by prostate cancer, testicular cancer and mental health problems.

The Movember Foundation challenges men to grow moustaches during Movember (formerly known as November), to spark conversation and raise vital funds for its men's health programs. To date, 4 million moustaches have been grown worldwide, but we won't stop growing as long as serious men's health issues exist.



If you have the opportunity, please thank Michael Arthur for sharing his story with us in the Fall Unity Magazine.



You may donate to the TWU Local 556 Movember Team here:

<http://monetwork.co/twu>

Contract Quickies!

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



Preparing for Winter Weather and Reduced Rest Scenarios

- A Flight Attendant(s) with less than nine hours thirty minutes (9:30) of consecutive rest from block to check-in, who experiences circumstances that significantly delay her/his arrival at the RON hotel accommodations, will be responsible to contact Scheduling to advise of the situation. In such situations, Scheduling will make every effort to reschedule another Flight Attendant(s) or assign Reserves to ensure that the Flight Attendant(s) has adequate rest to avoid fatigue. (Article 8.4)
- In the event a Flight Attendant, while on a pairing, deems herself/himself unsafe to fly or perform required duties due to fatigue:
 - The Flight Attendant shall notify Crew Scheduling immediately. Scheduling will accept the notification and pull the Flight Attendant for Company Convenience with pay. Company Convenience pulls may be converted to Leave Without Pay if the Base Manager determines that the circumstances giving rise to the fatigue were not duty-related.
 - Crew Scheduling will schedule the Flight Attendant for a minimum of ten (10:00) hours uninterrupted rest. (Article 25.15)
- If due to delays you receive less than nine (9:00) hours break between pairings (end of debrief to check-in):
 - If you more than one (1) hour late you can be pulled and pay protected.
 - If you are less than one (1) hour late you will not be pay protected, but you can call Crew Scheduling to adjust you back to nine (9:00) hours, or protect your pay by either adjusting your report time up to thirty (:30) minutes or flying the pairing as-is as long as you have at least eight (8:00) hours end of debrief to check-in.
 - For adjustments, you must call Crew Scheduling during debrief of the first pairing involved.
- If you are unable to safely travel from your home to your domicile or commuting airport, immediately advise Crew Scheduling as well as your Base Supervisor. Also, document the hazardous conditions with photos and/or news reports, so you can provide this to your Base Supervisor. The Company, at its sole discretion, can remove No Shows due to hazardous situations.

Voluntary Insurance Benefits



Annual enrollment for Voluntary Insurance Benefits offered to Members of TWU Local 556 is just around the corner; don't miss out! This is separate from any insurance benefits offered by Southwest Airlines.

In order to facilitate important changes to the short-term disability policy offered through Lincoln Financial, open enrollment this year will be held January 5 – 23, 2015 (instead of May). Be sure to meet with a Benefits Counselor in the Flight Attendant Lounge during this time.**

*Important: ** Bring your 12/20/2014 pay stub to enroll in short-term disability. We strongly advise ALL Flight Attendants to speak with a Benefits Counselor to ensure that the amount of short-term disability coverage and plan meet your family's needs.*

Voluntary benefit options available to TWU Local 556 Members:

Short-Term Disability, offered through Lincoln Financial, is an income replacement policy for off-job accidents and illnesses. There are multiple options from which to choose (depending on where you are based) and are guaranteed issue (unless previously declined through the evidence of insurability process). 6/12 month pre-existing will apply.

Universal Life Insurance helps provide financial security for family members and can be tailored to help meet your individual life insurance needs.

Cancer Insurance helps to offset the out-of-pocket medical and indirect non-medical expenses related to cancer diagnosis and treatment. This plan also provides a benefit for specific cancer-screening tests/wellness tests.

Hospital Confinement Insurance helps with the rising costs associated with a covered hospital confinement or covered outpatient surgery.

Critical Illness Insurance helps to offset the out-of-pocket medical and nonmedical expenses related to a critical illness that most medical plans may not cover.

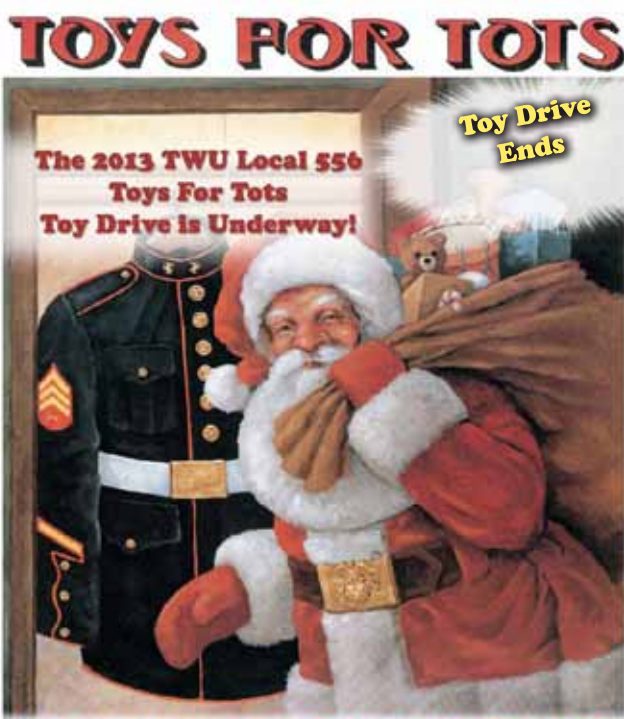
Accident Insurance helps offset unexpected expenses resulting from a covered accident, such as emergency room fees, deductibles and co-payments.

Click here to see all communications regarding 2015 annual enrollment: <http://www.visityouville.com/twu556>

TWU Local 556/U.S. Marine Corps Reserve Toys for Tots Drive

For the fourteenth consecutive year, in conjunction with the U.S. Marine Corps Reserve, TWU Local 556 is collecting toys in the Flight Attendant Lounges. The toys will be distributed to children whose parents cannot afford to buy them gifts for the holiday. Donated toys should be new, unwrapped and appropriate for ages 0-12 years old. Though donations are thoroughly screened for safety before being delivered to the children, please keep safety in mind when you make your selections. You'll find a TWU Local 556 Toys for Tots donation box in your Inflight Lounge. Cash donations are also accepted; checks may be left in your Domicile Executive Board Member's Flight Attendant mailbox.

Toys for Tots began as a Los Angeles charitable effort in 1947. William Hendricks was inspired by his wife Diane when she tried to donate a homemade Raggedy Ann doll to a needy child but could find no organization to do so. At her suggestion, he gathered a group of local Marine Reservists who coordinated and collected some 5,000 toys for local children that year from collection bins placed outside of Warner Bros. movie theaters. Over its life span, the Toys for Tots Program has distributed over 469 million toys to over 216 million less fortunate children. TWU Local 556 began collecting toys for the U.S Marine Corps Reserve Toys for Tots Program in 2001. [Click here to hear Peggy Lee, Nat King Cole and Nancy Wilson in a public service announcement from the 1960 Toys for Tots Campaign.](#)



TOYS FOR TOTS

The 2013 TWU Local 556 Toys For Tots Toy Drive is Underway!

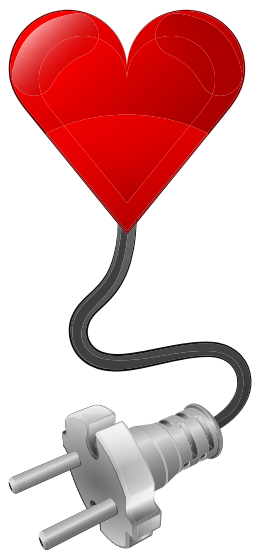
Toy Drive Ends

U.S. MARINE CORPS RESERVE

For more information or to make a tax deductible donation, please go to our website at:
www.toysfortots.org

Help make this a Christmas to remember, and to make a dream come true for a child who might otherwise be forgotten.

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.



Southwest® SWALife Login Challenges

TWU Local 556 has been in communication with Southwest Airlines Management since late on November 18 regarding the SWALife issues that have been problematic for many Southwest Airlines Employees. Southwest Airlines Information Security Services reported a core identity systems failure (which houses our IDs and passwords) due to an error implementing a compliance script on November 17. This issue affected 5,000 Employees of which 968 were Flight Attendants. While we know that Southwest worked hard to correct the issue, including calling all affected Flight Attendants, the timing of the failure could not have come at a worse time as it was on the cusp of the opening of Trip Trade/Giveaway. Southwest Airlines Management expects that Open Time will be available tonight as scheduled. We understand that many of you have been harmed by this unexpected systems failure. If you believe that your contractual rights have been violated, please contact the Union Office at 1-800-WOW-SWFA.

unity
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