



OCTOBER 20, 2015

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 of TWU Local 556.

As you are aware, TWU Local 556 Leadership has been engaged in intense discussions with Southwest Airlines Management about your concerns that

Customers have been allowed to freely take photographs or videos of you without your permission. Your concerns have been our concerns, as we are all Flight Attendants. These conversations began following a thread on the SWALife Employee blog, in which a Senior Leader made statements that we believed gave the Customers permission without any protections for us as Employees and overall security.

I began meeting with Southwest Airlines Leaders early this year about our concerns, and it was at this time that we started researching other airline's policies on this same issue. Following the initial talks, I was notified that there was new verbiage that was being placed in the internal Company social media policy regarding, "an Employee who encounters a safety concern as it relates to a third party's use of social media (including photos or videos), the Employee should immediately contact a Leader or the Captain (if onboard an aircraft) for guidance." This response was not good enough. We can all agree that this did not adequately address our concerns, and this was communicated to Southwest Airlines' Leaders.

We made it quite clear that our fear was a safety concern would happen, and verbiage buried in the Southwest policy would never reach our Customers. We also had extensive dialogue that we were in no way taking away from the freedom our Flight Attendants and Passengers have to share their positive experiences on the aircraft. Many of you have taken part in making and documenting special memories and celebrating

We fought back and secured a victory on the critical issue of our rights not to be photographed on the plane!

life events at 37,000 feet. It is unreasonable to request or implement a policy that would never allow for this moving forward. But of course, there must be consent of an individual before something is documented and shared.

Unfortunately, in September an event was documented on the aircraft involving one of our Flight Attendants without permission and without a policy to address it. This went viral, and the results were devastating. As you know, we responded immediately and demanded resolution to our repeated requests for protection. Southwest Airlines Labor Relations initially informed us they would not be changing any current policies or implementing new ones because they thought what we had in place was adequate. This was simply unacceptable, and we made it clear we would not stop until the concerns were not only recognized, but also addressed. We directed our legal advisors to outline the actions we could take.

We stood firm and we all stood together. I am proud to report that on Monday, October 12, our Vice President of Cabin Services, Mike Hafner, sent me correspondence that Southwest Airlines is currently preparing to add new wording to our inflight magazine. This wording will make it clear that, while we would like our Passengers to enjoy their flight and capture memories, we ask that they respect the privacy of our Crew Members and other Passengers by asking permission before taking pictures or videos. **WE CHANGED THE POLICY!**

Mike and I have scheduled a meeting for the upcoming week to further discuss the language, policy, and how it will be implemented. On behalf of our Flight Attendants, I thank Mike Hafner and Southwest Airlines for giving the safety and security of our Flight Attendants the priority it deserves.

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YOUR MONTHLY UNITY SUPPLEMENT



Unity and Unity Update are official publications of
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Negotiating Team Update



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

I know many of you are anxious for us to return to the negotiating table; I am too. However, we knew immediately

following the voting results that there was much work to be done before we were ready to return to the table. Additionally, the NT resignations and subsequent vacancies that followed added to that. Your TWU Local 556 Executive Board (EB) then faced the enormous responsibility of filling the two vacancies on the team. An open call was published to our entire Membership, and sixteen Flight Attendants applied and interviewed for the positions.

Your EB took this duty very seriously and spent many days with the candidates as well as having the necessary discussion in order to make a decision on both of the positions that needed to be filled. I understand and respect that many of you were frustrated by what you viewed as a lack of communication during this time, but we had to respect the appointment process. Having a complete Team was a prerequisite.

Following the final appointment to our Negotiating Team (NT) this past week, our Team is now complete. Our NT will not be wasting any time getting our newest Members welcomed and caught up to speed, as we had our first Negotiating Team meeting yesterday, October 19. It is important that our newest Team Members receive the background of the work done prior to us beginning bargaining with Southwest Airlines Management. It is also very important to share the feedback we have received since then, through phone calls, emails, base visits, and Membership Meetings.

Next, we must further outline the necessary steps that must be taken as we continue moving forward. Additionally, we have continued discussions with TWU Local 555 Leadership about their ongoing negotiations, and have also met with TWU International Leadership regarding how they can assist us further in the future. To that end, we will be working with TWU International to put together a comprehensive survey that will be conducted through a third party vendor. We are also working to secure bargaining dates with Southwest Airlines Management to begin the process of negotiating towards



We are Moving Forward with a Full Negotiating Team in Place.

the next Tentative Agreement (TA). Most importantly, we must keep hearing from you; we will be scheduling additional base visits to speak with you directly. I ask that you join your Executive Board in supporting our Negotiating Team.

Our Team is committed to working together and negotiating a new TA that will address your concerns and that we can all be proud to work under. It will take Member involvement for us to be successful. We will have a full Strategic Plan. We obviously cannot just go back to the table and say that the TA was unacceptable. We bargain from power. It is essential that Southwest Airlines knows that we are all ready and willing to stand behind our Negotiating Team and will do whatever it takes to secure the Contract that you believe you deserve.

Introducing TWU Local 556 Negotiating Team Member Don Shipman



Don Shipman is a Chicago-based Flight Attendant and serves on the TWU Local 556 Negotiating Team.

In October of 2000, I joined Southwest Airlines as a Flight Attendant and I have been Chicago-based since

2001. I have been actively involved in Union activism since 2002, when I became a volunteer in the Precinct Captain program to help educate our Members in our fight for a fair Contract.

Since that time, I have represented the Membership as a Union advocate in many different capacities; Shop Stew-

ard 2003-2015, Scheduling Committee Member 2006-2012 and 2015, Board of Adjustment Panel Member 2007, elected Delegate TWU International Convention 2005, 2009 and 2012, appointed Negotiating Team Member Contract 2008, including several Side Letters, and Executive Board Member at Large 2010-2012. In addition, while not a Union advocate position, I participated in the Company sponsored Co-Heart Mentorship program for New Hires because I believe in the importance of guiding our new Co-workers on a path to success in their career.

As a Union Member, I recognized the importance of volunteerism and the power of organized Labor when we all stand side by side. I have taken that philosophy and volunteered at many picketing events over the years supporting our Brothers and Sisters of TWU Local 555 & 577, Delta Airlines Flight Attendants as they tried to join a Union, APFA Union of American Airlines Flight Attendants, and the AFA Flight Attendants of both AirTran and United. I believe "Paying it Forward" will ultimately benefit all of us, if or when we need the support of others.

I look forward to working for you on the new Negotiating Team to bring our Flight Attendants the Contract we all deserve.



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



CONTRACT QUICKIES!

The Commuter Policy in our Collective Bargaining Agreement (CBA) is the best in the industry. We are afforded multiple options on how to get to work and what happens when we cannot get to work. Along with our Commuter Policy, our multiple Reciprocal Cabin Seat Agreements (RCSA) on other airlines (that were successfully negotiated for us) have made it easier to commute from offline cities to our Southwest Airlines domiciles. Let's take a minute to review our Commuter Policy.

First and foremost you must be listed and presented yourself for one Southwest flight or two non-Southwest flights that are scheduled to arrive one hour prior to check-in or 30 minutes prior to Reserve contact time.

What exactly does listed and presented mean?

It's pretty straightforward. You must have made a listing for the flight(s) and been present in the airport to be cleared for those flights.

Do both non-Southwest flights need to be on the same carrier?

No. For example, you can list one flight on United and another on American.

Can I use the Commuter Policy if I am commuting back from vacation to go work?

Yes. Whether you're on vacation or your days off and away from your home domicile, you can utilize the Commuter Policy for the purpose of getting to work.

Can I use the Commuter Policy even if I live in domicile?

Yes. Because we can pick up pairings and Reserve in other bases, you can utilize the Commuter Policy to commute to another base to work.

Am I covered if the flight goes out full?

Yes, however if the jumpseat(s) are unoccupied on a Southwest Airlines flight, you are not covered.

What about weight restrictions or downgraded aircraft?

Yes, you are covered if the flight goes out weight restricted or was downgraded.

What should I do when I'm commuting to domicile and I'm unsure if I'll make the flight?

If you are waiting to be cleared for your commuter flight, and don't think you will be able to make it on, it's best to call Crew Scheduling to give them a heads up. They have resources available to find a different routing to domicile

or begin assessing options because you will be utilizing the Commuter Policy.

What if my commuter flight arrives into SFO for my OAK trip?

You are not covered under the Commuter Policy. Flights into Southwest domiciles are the only flights that are valid when utilizing the Policy.

So what happens if I can't make the check-in of my trip?

Crew Scheduling has multiple options (which are outlined in Article 33) and will work through them to find the best solution. For Lineholders, they can assign you a different pairing, have you pick up your trip at an outstation, trade you into a comparable trip (please note comparable means for the same number of days, not compensation or AM/PM), have you sit Airport Standby in your outstation or pull your trip as a personal leave (no pay).

If my entire trip is pulled as a personal leave, what do I have to do?

You must pick up a comparable trip from Open Time within 30 days to replace the trip that was pulled. If you do not pick up a trip, Scheduling can assign a comparable trip to you from Open Time.

What if I'm on Reserve and I self-assign a trip?

You must still commute into domicile on a flight that arrives 30 minutes prior to contact time, NOT check-in time of your self-assigned trip. Scheduling can always change your assignment because you are still on Reserve.

What happens if I'm on Ready Reserve and I cannot make it into base 30 minutes prior to my contact time?

Crew Scheduling has multiple options (outlined in Article 33) for Reserves commuting in to work. You can be required to continue to commute in to domicile, sit Airport Standby in your outstation city or have the Reserve day pulled as a personal leave (no pay).

Many times Commuters are able to make it into domicile without having to contact Crew Scheduling. However, in those times where you are unsure if you will make it on your commuter flight, it is best to contact Inflight Crew Scheduling as soon as possible so they can assist you the best way possible. As always, if you have questions, contact the TWU Local 556 Union Office.

A FADAP Story of Recovery

TWU Local 556 FADAP Committee Member Tom Spillers writes: "Ok friends, here is the first story that we have for you. Greer has been a Flight Attendant for 27 years and is the Chicago Base Coordinator for the TWU 556 FADAP Team. As you will read in her story, she has 11 years of sobriety and now lives a life of service to her fellow Crew Members and to those in her personal life. You will see as you go through the series of FADAP stories that things got pretty bad for some of us before we took the path of recovery. As a side note, all Members of the Team have at least two years of recovery. We are all now living a life of freedom and happiness. Remember, if you think that you may have a problem, please look for the similarities of our stories and yours and realize that there is a better life waiting for you if you are willing to reach out and ask for help."



Greer Steinke is a Chicago-based Flight Attendant and serves on the TWU Local 556 Flight Attendant Drug and Alcohol Program (FADAP) Committee.

I started drinking as a young teenager. It started when I was on vacation with my older sister in Corpus Christi, Texas, at the beach when I was 14. My mother died in a car accident the year before, and I had been driving the car. I felt a lot of guilt, shame, blame, and depression. I woke up every day very alone. I was the only one who lived at home. My sisters were in college and my dad was self-employed. He worked a lot and was depressed as well. Drinking was a relief because I didn't have to be me; I could dream of leaving, and I could fantasize about being somebody I was not. Reality was extremely painful. I was raising myself without a clue about life and the bad things that can happen in it. I wanted to feel love from someone - to have someone care for me, guide me, hold my hand and tell me how to live life. I hung around people who got what they wanted out of life and didn't care what others thought of them. To me, they were in charge of their lives and achieved what they wanted in life. They had husbands, kids, jobs, and friends. It was all about them and I wanted what they had.

I became a people pleaser, a wife, a mom, a Flight Attendant, and a drunk. I didn't drink all the time, but I did drink when it fit the occasion (at parties, with friends, at weddings, going out, on layovers, on weekends, on Friday nights and any other day of the week, on vacations, out of boredom, while mowing the lawn, while washing the car, before going out, before leaving my hotel room to meet down in the bar, and any time I thought about it). It didn't start off this way, but it got there. Drinking before and after anything got to be my treat, my "I deserve it" time. Hangovers were hell. I tried everything (liquor before beer in the clear, beer before liquor never sicker) EXCEPT not drinking (DUH)! I complained about my life (husband, com-



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muting, 9-11, working, money) all the time. Depression was there so I went and got on anti-depressants, and I soon found out that anti-depressants and drinking alcohol do not work. I fell off barstools after one drink, could not remember what I was talking about, got very drunk and passed out after three glasses of wine or drank a gallon of Kettle One martinis and never felt a buzz. I never knew which way it would go, so I quit anti-depressants cold turkey. BIG mistake!

My behavior was scaring me, not to mention a great many people around me. If it was between being depressed or drinking, drinking won. I had done both my whole life. I journaled and cried on and off for a years. I hated who I was and what I was doing: smoking, drinking and crying. Wasn't life ever going to be good? Everybody I knew drank. They all agreed it was not my drinking; it was just that my life sucked. I wasn't honest about my drinking. I hid a lot of it, and I hid it very well, flying under the radar. I made excuses all the time, denied it, and acted as if it never happened.

Then one day I woke up late for lobby. I felt horrible. I knew something had to be done or else I was going to lose the job that I had been raised in for 16 years. I love my job and am very proud to be at Southwest Airlines. It's a part of me, and it is a part of me that I like. I had lost everything else (husband, home, freedom, choice). I called that day and checked myself into a treatment center. I now have eleven years of sobriety, and I am grateful every day, if not every minute of the day, for my sobriety. I have my husband, family life, job, freedom and choice back. I am learning one day at a time how great life is. Depression is not there so much anymore. I still have things to work on, but life is so much better now, fantastic, really. I would not trade one day of my eleven years of sobriety for any day in my 23 years of drinking. If you relate to my story, please call FADAP.

The Flight Attendant Drug and Alcohol Program (FADAP) help line is available 24/7, 365 days a year. Staffed by line-flying Flight Attendants from all over the world, we are ready to assist you. Please call us; we are here for you at: 855-333-2327 or 214-640-4307.