

MARCH 5, 2014

update unity

YOUR BI-MONTHLY UNITY SUPPLEMENT

President's Message



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

I can't believe that March is already here, but spring just can't get here fast enough for me! I think most of us are looking forward to putting this horrible winter behind us and are ready for warmer weather. I'm a sandals, sundresses and sunglasses kind of girl and love springtime. What's not to love about it? Feeling the sun on your face, being able to get out more, socializing and just feeling more energetic.

This spring (and the rest of the year), I'm going to get out more and socialize with the Members of TWU Local 556. I hear from Flight Attendant friends online as well as Union activists that our Members keep asking, "who is Audrey Stone and how is she doing?" Clearly, the "how is she doing" part is not a question about how I am doing personally, but how I am doing professionally as your leader. While I have spoken to many of you over the phone, via email, answered your questions via Live Broadcast, and in person on the plane and during Membership Meetings, I prefer face to face conversations.

Beginning this month, I will be traveling to a different base monthly to spend time in the lounge meeting and socializing with you and listening to your feedback. I will be traveling with our 1st Vice President Todd Gage, 2nd Vice President Brett Nevarez, Financial Secretary Treasurer John Parrott, and/or Recording Secretary Cuyler Thompson. While Contract Negotiations and our daily Union Office operations keep me busy in Dallas, I believe it is important to spend some time where you are; on the aircraft, in the lounge, commuting to work or home. I start my "Listening Layovers" in Baltimore on Friday, March 21 from 1200 to 1800. We will be advertising these visits in advance so that you can make plans. I have spent the majority of my Southwest Airlines career flying out of Baltimore, and I look forward to "putting faces to names" and meeting all of you.

As always, please feel free to contact me via email at astone@twu556.org or via telephone at 800-969-7932 (800-WOW-SWFA).

In Unity,



Audrey Stone
President, TWU Local 556

Crew Check-in Poll



Cuyler Thompson is an Oakland-based Flight Attendant and Shop Steward. He also serves as the Recording Secretary to the Local 556 Executive Board and a Chairperson of the Communications Committee.

This month, we introduce the "Crew Check-in" polling feature on the TWU Local 556 Website. Your Union leadership wants to know what you think and hope that our Members will take the time to share their opinions with us. In conjunction with the electronic publication of Unity Update on the 5th and the 20th of each month, we will ask a new question of the Members of TWU Local 556. Once you have answered the poll, you will be able to view other Members' opinions.

Our first "Crew Check-in Poll" involves the bi-monthly electronic publication of Unity Update. The Executive Board agreed that for a six-month test period, beginning October 5, 2013, Unity Update would no longer be printed on paper and placed in each Flight Attendant's mailbox once a month. Instead, Unity Update would be distributed only electronically, via email, twice monthly. The Executive Board must now decide whether to continue the electronic publication of Unity Update or return to printing paper copies to be placed in Flight Attendants' mailboxes.

The switch to electronic distribution saved the Union approximately \$8,000 in printing costs alone during the six-month test period. However, some Members have complained that they would rather have a "printed," tangible copy of Unity Update that they could carry with them. What do you think? Would you rather have a paper copy of Unity Update placed in your Flight Attendant mailbox each month? Or would you rather continue to receive Unity Update via email twice each month?

The Crew Check-in Poll is available on the main page of the TWU Local 556 Website.



Improvements to our Aviation Safety Action Program (ASAP)

Michael Massoni is a Phoenix-based Flight Attendant and the Local 556 Operational Safety Coordinator.

We recently met with the Company to discuss our LOU (Letter of Understanding) which addresses the discipline clause attached to the ASAP program. The previous LOU (dated April 1, 2013) gave a Member of Inflight Management the ability to discipline a Flight Attendant if they witnessed and reported a Safety event/infraction committed. The Flight Attendant(s) involved could still com-

plete an ASAP report, but acceptance of the report did not have any bearing on the ability of Management to issue discipline. Through the discussions with Management, agreement was reached to revise the LOU.

Our new LOU which went into effect March 1, 2014 gives a Flight Attendant 24 hours from their point of knowledge of the Safety event/infraction to complete an ASAP report. If the report is filed within

the 24 hours of knowledge and is accepted, no discipline will be issued by the Company, even if it is witnessed by a member of Inflight Management.

Below you will find a Q&A that addresses these important changes to the ASAP LOU and how it affects the program. For a general Q&A which offers an overview of the program and copy of the LOU, please log into: [SWALife->Inflight->Safety on the Fly](#).

Can I be disciplined for filing an ASAP report?

NO – discipline will never be issued for completing an ASAP report.

If a Safety infraction is witnessed by a member of Inflight Management, can I receive discipline for the event?

If a safety infraction is witnessed by a member of Inflight Management you have 24 hours from having knowledge of the event to complete an ASAP report. If the ASAP report is accepted then discipline would not be issued. If the ASAP report is not filed within 24 hours of having knowledge of a safety infraction then the Company may issue discipline even if the report is accepted into the ASAP program.

If a Safety infraction occurs and is not witnessed by a member of Inflight Management, but is brought to their attention from another source, can I receive discipline for the event?

Once you are made aware of the event, you have 24 hours to complete an ASAP report. If the ASAP report is accepted then discipline would not be issued. If the ASAP report is not filed within 24 hours of having knowledge of a safety infraction then the Company may issue discipline even if the report is accepted into the ASAP program.

If I complete an ASAP report, will the contents of the report be shared with Inflight Management for the purpose of issuing discipline?

NO – any information that is gleaned from an ASAP report will not be shared with the Company for the purpose of issuing discipline or to be used in the Fact-Finding Meeting process

Will the information that is submitted in an ASAP report ever be shared with the Company?

When an ASAP report is submitted into the program, all the personal information is removed from the report prior to the ERC reviewing the report. If the report is accepted into the program, the unidentified information may be shared with the Company to help alleviate and resolve the safety concern.

If I inadvertently cause a safety event that the Company gains knowledge of, can I complete an ASAP report?

Yes, an ASAP report can be completed anytime a safety event is committed or witnessed.

How could the Company gain knowledge of a safety incident that I commit if they do not actually witness it?

There are many ways the Company gains their knowledge; they could receive an IR or report from another work group, receive a customer complaint or get a complaint from a fellow co-worker.

If I inadvertently cause a safety event that the Company gains knowledge of, can I receive discipline for the event?

If the infraction is not witnessed by a member of Inflight Management, and the report is filed within 24 hours of your knowledge of the event and the report is accepted into the ASAP program, then discipline will not be issued. If the report does not meet the selection criteria for acceptance into ASAP, or the report is not filed within 24 hours and the report is excluded from the program, then the Company can process the event through their normal channels. The information that was submitted in the ASAP report is NOT shared with the company to aid in their investigation

If I inadvertently cause a safety event that the Company gains knowledge of, can the Company investigate the event if I complete an ASAP report?

Yes, if the Company receives notification of a safety violation, they will initiate an investigation into the event. The Company will share their knowledge of the event with the ASAP Event Review Committee (ERC) to aid the ERC in their investigation. If the report is accepted into the ASAP program, no further action will be taken by the Company. If the ASAP ERC excludes the report from the program, the company will be able to proceed with whatever action they deem appropriate.

If I am called into a Fact-Finding Meeting regarding a safety infraction, can I complete an ASAP report at that time?

Once you are notified of the safety infraction, you have 24 hours to complete the ASAP report. The ASAP report would have to be completed 24 hours from the notification of the safety infraction which usually occurs prior to the Fact-Finding Meeting. Once the Fact-Finding Meeting starts, you would normally be outside of the 24 hour timeframe. An ASAP report could still be filed and accepted into the program, but you could still be subject to discipline.

Can the Company conduct an investigation into an event they gain knowledge of once an ASAP report is filed?

YES - the Company can conduct their own investigation into an event while the ERC is determining if the event meets the acceptance guidelines as outlined in the MOU (Memorandum of Understanding). If the event was filed in the appropriate timeframe and the report is accepted into the ASAP program, then the Company will cease its investigation and remove all documentation from the employee's file.

*****If the ASAP report is excluded from the program, the ASAP**

Last year upon our LOU review it was determined that the integrity of the program became compromised by the number of reports that were knowingly being submitted as a means to escape discipline, instead of submitting them to help promote safety. This was when the LOU changed and allowed the Company unilateral discretion in issuing discipline on any safety event witnessed and reported by a Member of Inflight Management, re-

gardless of whether the individual filed an ASAP or not.

Upon this year's LOU review it was determined that this change hindered our ability to identify systemic problems in our operation based solely on who witnessed an infraction which again, is not within the spirit or intent of the program. So TWU and SWA put our heads together and attempted to level the playing field by

ERC does not release any information that was gathered through the ASAP process to the Company to aid in their case.

Is the discipline timeframe affected by this process?

If the Company is conducting an investigation into an event that an ASAP report has been filed on, disciplinary action will not be taken while the report is being reviewed in the ASAP program. If the report is excluded by the ASAP ERC, the 7 business day timeframe starts on the day the Flight Attendant is notified that the report has been excluded from ASAP.

Why are these changes being made to the ASAP Program?

The Company and the Union periodically review all facets of the ASAP program including the Letter of Understanding (LOU) between the SWA & TWU concerning non-discipline incentives built into the program. The intent of the ASAP program is to identify safety hazards in our workplace and it is the task of the ASAP ERC to try to mitigate these hazards.

applying the same acceptance criteria to reported safety transgressions to the Company as those reported to the FAA. This is why we now will apply the 24 hour reporting rule to safety transgressions the Company has knowledge of; the same as we apply to those the FAA has knowledge of. Of course, events that neither the Company nor FAA has knowledge of [reporting time frames] remain unchanged (there is no time frame in these cases).

The Right of Return to Atlanta

Bill Holcomb and David Jackson served on the Local 556 Seniority List Integration (SLI) Team. Bill is an Oakland-based Flight Attendant and currently serves on the Local 556 Negotiation Team. David is a Houston-based Flight Attendant and Local 556 Shop Steward.

Right of Return (ROR) was implemented as part of our Contract (CBA) on May 1, 2010. The language was negotiated for the protection of every Flight Attendant forced, or displaced, from their Domicile. Article 29.3.C of our Contract states, "Vacancies will be awarded by system seniority using the Domicile Bids on file. If a Flight Attendant(s) is forced out of her/his current domicile, that Flight Attendant(s) will be given return priority in order of seniority of those forced out of that specific domicile(s) only if the vacancy awarded will not cause displacement(s) elsewhere in the system. Any vacancies assigned will be done in reverse seniority."

Vacancy bids for the new Atlanta Inflight base will close on March 28 at 1200 Central time. We thought this would be an excellent time to remind our Members about how ROR will be applied and may affect staffing and seniority at the Atlanta and Orlando bases.

According to Side Letter 9, the Flight Attendant Seniority Integration and Transition Agreement, negotiated by TWU Local 556, the Association of Flight Attendants (AFA) Council 57 and Southwest Airlines:

5. The SWA-TWU 556 CBA shall govern displacement events within the SWA operation, unless otherwise addressed in this Section Five (5).
 - a. All AirTran (ATR) Flight Attendants, after they transition to Southwest Airlines, shall



Bill Holcomb



David Jackson

be considered "displaced" from the future SWA Atlanta domicile and will be given return priority to the future Southwest Airlines Atlanta domicile as provided for in Article 29.3.C of the SWA-TWU 556 CBA.

- b. ATR Flight Attendants based in the ATR Orlando domicile as of the date of ratification of this agreement and ATR Flight Attendants with a standing bid for the ATR MCO domicile as of midnight Central Time on December 31, 2011 shall be considered, after they transition to SWA, "displaced" from the

Southwest Airlines Orlando domicile and will be given return priority as provided for in Article 29.3.C. of the SWA-TWU 556 CBA.

All former AirTran Flight Attendants are considered displaced from Atlanta and/or Orlando and fall under the language of Article 29.3.C and are guaranteed ROR.

Remember:

- A. In order to retain your Right of Return, you must keep the base from which you were displaced as your number one bid choice in your Domicile Bid preferences.
- and
- B. You must accept Right of Return when offered; passing or postponing will forfeit this opportunity.

Atlanta, per the SLI Agreement, will be the only straight "Date

of Hire" Domicile. The seniority of all Flight Attendants based in Atlanta will be determined strictly by the date they were hired as a Flight Attendant by either Southwest Airlines or AirTran Airways. In Orlando, seniority will be based on the system-wide Southwest Airlines Flight Attendant seniority list just like all of the other bases in the system. The Atlanta base is the only exception, per the SLI Agreement.

Like any other base in our system, your decision to bid for Atlanta is a personal choice dependent on seniority, commute/non-commute and/or other quality of life issues. Once a Flight Attendant is awarded a spot in the Atlanta base, it will be their choice to transfer out of the base or to stay. Per our ROR language, the only way a Flight Attendant can be forced out of any base is through base reduction. No Flight Attendant, no matter how senior, can "bump" you from your Domicile.



Contract Negotiations

The TWU Local 556 Negotiating Team is scheduled to meet with the Southwest Airlines Inflight Negotiating Team this month on March 6, 7, 19 and 20. Below is the Negotiating Team Progress Chart. This can also be found at www.twu556.org/nt > archive tab

NEGOTIATING TEAM PROGRESS

Article #	Article Name	Progress	Highlights/Remark
1	Nondiscrimination	TA on 08/07/2013	no changes
2	Purpose Of Agreement	TA on 08/07/2013	no changes
3	Scope Of Agreement	TA on 09/07/2013	Onboard Sales: Anything other than beverages
4	Status Of Agreement	TA on 08/07/2013	no changes
5	Definitions	open	will remain open until the end
6	Seniority	TA on 09/11/2013	Internals Go to Top of New Hire Class
7	Probation	TA on 08/07/2013	no changes
8	Hours Of Service		
9	Additional Flying		
10	Scheduling/Bidding		
11	Reserve		
12	Exchange Of Trips		
13	Uniforms	open	in discussion
14	Vacations	open	in discussion
15	Leave Of Absence		
16	Sick Leave/On The Job Injury		
17	Medical Examinations	TA on 09/04/2013	no changes
18	Reduction In Force	TA on 09/04/2013	no changes
19	Grievance Procedures	TA on 09/22/2013	Pay Protection When Pulled For CC
20	Board Of Adjustment	TA on 09/04/2013	Modified BOA Panel Requirements
21	Compensation		
22	Expenses		
23	Insurance Benefits		
24	General & Miscellaneous	open	in discussion
25	Health & Safety	TA on 11/07/2013	A/C temperature language & ASAP incorporation
26	Union	TA on 09/04/2013	no changes
27	General-Union Information	TA on 09/05/2013	Printed Contracts Available Upon Request
28	Scheduling Policy		
29	Domiciles	open	in discussion
30	Profit Sharing And Retirement		
31	Savings Clause	TA on 08/07/2013	no changes
32	Attendance Policy		
33	Commuter Policy	open	in discussion
34	Duration And Termination	open	depends on length of contract

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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**.

TWU Local 556 Editorial Team:

Cuyler Thompson, Erich Schwenk, Robin Brewer, Audrey Stone, Donna Keith, Matt Hettich, Renda Marsh, Lori Lochelt, Alice Hinckley, Denny Sebesta, Matt Fearey, Trish Krider, Dana Suechting, Mark Hoewisch, Rob Swafford, Brandon Hillhouse and Kelly Lane.

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