

unity^{update}

YOUR MONTHLY UNITY SUPPLEMENT

President's Message

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

As I sat down to write my last President's message of 2013, I had two thoughts. The first was that I couldn't believe it was already time to write another article, and the second was what a year it has been!!! With our twice monthly electronic Unity Updates and then quarterly Unity Magazine, I often feel like every time I turn around I have a deadline for another

President's Message. I want to make sure I am providing new information that is interesting each time. This has at times proven to be challenging. So for 2014, I am going to try something new and write more from the personal aspect of what I am doing as your President. I certainly had no idea what our TWU Local 556 President did on a daily basis when I first began as a Southwest Airlines Flight Attendant, and even when I began doing work for our Union, I still was not totally sure. Over time, I felt like I had a pretty good idea, but now having done the job for six months I realize there are things you just don't know until you are doing it. Most recently I attended a luncheon in Houston on World AIDS Day with our former President Thom McDaniel, wrapped up negotiations for the year, rode out the ice storm in Dallas, participated in another day of our Grievance Summit to achieve settlements for our Flight Attendants, answered your questions during Live Broadcast, answered our Shop Steward's questions during the Shop Steward Conference Call, hosted a holiday office party at the Negotiating Team house, and chaired an Executive Board Meeting.

Looking back on 2013 it is with mixed emotions. I could not have imagined that I would now be where I am. Our Union went through some challenging times this year, but we also had a very productive year. We have had changes amongst the Members on our Committees, our Grievance Team, Negotiating Team, Executive Board—all the way up to our TWU International Leadership. We began Contract negotiations with Southwest Airlines, and navigated through the Flight #345 incident at New York's LaGuardia. We continued to welcome our AirTran Flight Attendants as they transitioned over and congratulated our new TWU International Leadership at our Convention. We saw a reduction of over 30% in our total number of grievances. These are just the highlights. The reality is that, if we've navigated through all of these things then the sky's the limit on what we can achieve together in 2014.

It is with great pride and honor that I serve as the President of TWU Local 556 and as a Flight Attendant for Southwest Airlines. Thank you for continuing to be the best Flight Attendants in the industry and for all of the wonderful things that you do every day. With the support of our Members, I am confident that our Union can and will accomplish great things in 2014.

Happy Holidays!



Audrey Stone
President, TWU Local 556

Union Membership Meetings

Dallas -1/13/2014
Houston -1/17/2014
Oakland -1/23/2014
Phoenix -1/24/2014
Las Vegas -1/25/2014
Denver -1/26/2014
Chicago -1/27/2014
Baltimore -1/28/2014
Orlando -1/29/2014

Visit the TWU 556 Website for the agenda and meeting locations.

Executive Board appoints new Negotiating Team Member

Brandon Hillhouse began his career with Southwest Airlines in 2005 as a Flight Attendant making him the most junior Negotiator on the Team. He has been based in Oakland, Phoenix, Chicago, Houston, and is currently based in Dallas. He started working in the Union office in 2008, first as a "temp" answering Members' phone calls, and become a Grievance Specialist in 2009. He has filed over 400 cases on behalf of the Membership, negotiated Settlements and Letters of Understanding, chaired Board of Adjustments and Arbitrations on behalf of the Union, and has participated in Grievance Summits between the Union and Southwest Airlines Management, resulting in numerous settlements on behalf of our Members. In addition to his work serving our Membership, he has also continued to fly regularly.



Brandon's education includes a Bachelor of Arts in Organizational Communication from Texas State University, arbitration classes at the National Labor College, and is currently a graduate student at Southern Methodist University earning a Master of Science in Conflict Management and Dispute Resolution.v

Grievance Update

NEW LETTER OF UNDERSTANDING REGARDING WAIVED DEADHEADS

SETTLED

The Local 556 Executive Board and Southwest Airlines Management agreed to language confirming the Union and Company's understanding of Contract Article 10.12.F.

The Letter of Understanding reads:

This letter confirms the Company and Union's understanding of Article 10.12F A Flight Attendant waiving a deadhead(s) in accordance with Article 10.12.F.1 must advise Crew Scheduling in that phone call whether or not she/he is in the outstation of the first working leg at that time:

If the Flight Attendant is calling from that city/outstation Crew Scheduling will check in the Flight Attendant for the pairing.

If the Flight Attendant is not calling from that outstation, she/he must call Crew Scheduling upon arrival into that outstation. At that time, Crew Scheduling will check in the Flight Attendant for the pairing. This phone call may take place any time after the initial phone call, but at least thirty (:30) minutes prior to the scheduled departure of the first working leg.

It is understood that the Flight Attendant does not need to be at the airport at the time of the phone call. It is also understood that once checked in, the Flight Attendant is subject to reschedule.

GRIEVANCE SETTLEMENT REGARDING THE COMMUTER POLICY AND SWAG

SETTLED

In order to settle a Grievance, the Union and the Company have agreed that effective January 1, 2014, the "COM" non-fly within CWA will no longer be considered a disqualifying event within SWAG. A Flight Attendant who fulfills her/his obligation to be considered a covered commuter, as addressed in Article 33 of the Contract, will be eligible for the SWAG Program, provided all other qualifications are met for the month and/or quarter.

GRIEVANCE SETTLEMENT REGARDING AN UNSCHED- ULED RON ON VACATION

SETTLED

In order to settle a Grievance, the Union and the Company have agreed to what happens when a Flight Attendant experiences an unscheduled overnight (RON) as a result of rescheduled or being stranded on a pairing that encroaches into their originally scheduled vacation. Education Committee Chairperson Matt Hettich has created a document explaining the changes for our Members.

The settlement letter reads:

In order to settle the above mentioned grievance, the Company and Union agree to the following:

- In the event a Flight Attendant experiences an unscheduled overnight (RON) as a result of reschedule or being stranded on a pairing that originally did not cross over/encroach into their scheduled vacation the following will apply:*

- The Flight Attendant will be entitled to the provisions of Article 9.3.C of the CBA.*
- The Flight Attendant will be entitled to a Compensatory Day with no pay.*
- The Compensatory Day with no pay must be chosen from the first or last day of an assignment, and the request for the day off must be made at the completion of the reschedule.*
- As addressed in 9.3.C of the CBA, should the Flight Attendant elect a day off without pay instead of the RIG, this day off must be used in a contiguous manner with the Compensatory Day addressed in the bullet point above.*
- A Flight Attendant who receives an unscheduled RON on a pairing that crosses over/encroaches into their scheduled vacation or a pairing that is contained within their scheduled vacation will be entitled to the provisions of Article 9.3.C only.*
- In the event of a reschedule requiring less than an entire crew that results in an unscheduled RON, a Flight Attendant with scheduled vacation starting the following day will not be assigned the unscheduled RON.*

TWU 556 Call to Action to Support TWU Local 555

Thank you to all of those Flight Attendants who participated in the Call to Action this week in support of our Brothers and Sisters at TWU Local 555, representing the Southwest Airlines Ramp, Operations, Cargo and Provisioning Agents. The encouragement and kind words of support from our Flight Attendants will go a long way at this critical juncture in these important negotiations between Local 555 and Southwest Airlines Management.





TWU Local 556 Negotiations Update

Our final negotiations for this year took place on December 5. At this session, discussions continued on Article 14 – Vacation, and Article 29 - Domiciles. Every one of you joins us in spirit at the table as we continue to find solutions to the Articles currently open with foundational dialogue for the intertwined Articles ahead. We will resume negotiations with Southwest Airlines next month on January 7, 8, 21 and 22.

Our Negotiating Team (NT) participated in the quarterly Negotiations Summit on December 3, 2013. Participating labor groups included IAM 142, representing Customer Service and Customer Support and Services Agents; SWAPA, representing Pilots; TWU Local 555, representing Ramp, Operations Provisioning and Freight Agents, and TWU Local 556 representing Flight Attendants. Working in the spirit of cooperation, the groups discussed challenges at the negotiating table, and Southwest Airline's attempt to weaken their Employees' collective bargaining agreements. The groups that have been engaged in the negotiating process the longest expressed frustration with the pace of negotiations, and in some cases, the lack of progress. The groups were disappointed in the content of the letter issued to Employees by Gary Kelly on November 21, 2013 and saddened at the diminished emphasis Southwest Airlines now places on internal and external Customers. Despite the Southwest Airlines Management's new tactics, the labor groups reaffirmed their commitment to negotiate in good faith. The next Negotiations Summit will take place in April 2014.

Our NT is happy to welcome our newest Member Brandon Hillhouse. Brandon was appointed by the Executive Board to fill a vacant position on the NT. We are looking forward to working with Brandon and are excited about the fresh perspective he brings.

The holiday season brings many first time and unfamiliar flyers to our new and old cities and we thank you, as always, for delivering great service to our Customers. We are also faced with family needs, weather challenges and the scheduling conflicts that they bring so make sure you know your contractual obligations and options. If you have an issue that remains unclear even after discussion with Scheduling and your Union Representative, please give us a call at (800) 969-7932 or send an email, NT@TWU556.org,.

As 2013 winds down, 2014 will find your NT geared up and preparing to bring Southwest Spirit farther than any of us dreamed possible three short years ago. The Wright Amendment will finally end, AirTran will be integrated by the end of the year, and each day will bring us closer to the new 737 MAX aircraft that will take us to new and farther destinations. We welcome these opportunities and will keep your quality of life, flexibilities, work and pay rules at the forefront of our industry.

We are preparing another survey and want to remind you that the Negotiating Team is Membership driven so we must hear from you.

Happy Holidays to you and yours, and thank you for keeping up with your Negotiations.

Toys for Tots

Thank you to all of those Flight Attendants who participated in the 13th Annual TWU Local 556 Toys for Tots Campaign in conjunction with the U.S. Marine Corps Reserve. Because of the generosity of our Members, hundreds of children across the United States will receive a gift this holiday season that otherwise would not have.



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



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