

JANUARY 5, 2014

update unity

YOUR MONTHLY UNITY SUPPLEMENT



See inside for Membership Meeting locations and time

President's Message

Reflections and Resolutions ..



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

I want to start by thanking each of you who have been flying over the last five days. I wrote the message below prior to knowing the challenges that our operation would face this week. I know that it has been an incredibly frustrating, discouraging, and trying experience. The weather, compounded

with operational challenges, wreaked havoc on the Southwest Airlines system, and you have been the front line Employees who suffered as a result. While we all came into this job knowing that we have to remain flexible, the last few days have been an extreme situation that has tested you beyond what you should have to endure.

Flight Attendants expect to be delayed sometimes. We know that we can and will be rerouted from time to time. We are used to rolling with the punches, making the best of bad situations and still providing the positively outrageous service for which we are famous under the most trying of circumstances. We have also come to expect that our Inflight Scheduling Department will be properly staffed and prepared to handle irregular operations as they arise.

I am disappointed in what has happened, and expect answers from Southwest Airlines Management. Our Union has remained in constant communication with Management but we will need to have more conversations in order to identify where all the problems occurred as well as how to mitigate the impact if this happens again to you in the future. During this time you have continued to take care of our Passengers and each other and have once again proven why Southwest Airlines Flight Attendants are the best in the industry.

Now moving on to a lighter note... I hope you all had a great holiday season, and that 2014 has started off well for you. I have spent quite a bit of time thinking about what I need to do to be prepared for this new year, and as I have been on vacation the last two weeks, I have had the luxury to do it. During this time I flew a trip over Christmas and visited friends on the West Coast. All of these friends are Flight Attendants so there was a lot of discussion about where we are headed in 2014 as individuals as well as Employees of Southwest Airlines. The uncommon down time in my days and the multitude of conversations over good food and drink left me with a clear outline of what is on the future agenda...we will welcome approximately 750 new Flight Attendants,

and continue our integration process of the remaining AirTran Flight Attendants. Our tenth Flight Attendant base will open and our Executive Board will grow from sixteen to seventeen Members. Southwest Airlines will begin Near-International flying for the first time, and we will continue our negotiations with the hope of ratifying a new Contract. None of these agenda items will be accomplished by any one person; it will take all of us rolling up our sleeves and working together to make this happen.

As I stood at the car rental counter this week attempting to negotiate a better rate on the convertible I was eyeing, the sales agent and I bantered back and forth. I said "I'm glad we are on the same page," and the friend I was with said "Yeah, but are you both in the same book?" I thought it was a great comment and it's appropriate for where we are headed. We will never each be on the same line, on the same page, at the same time. Some of us will write different chapters and move through in a different order. But we should all be in the same book – one in which the ending has Southwest Airlines continuing to be a profitable and successful airline, and us continuing to work under an industry leading Contract and remaining the best Flight Attendants in the industry. As long as we each remain in this book headed towards the same ending, we will be successful. I look forward to sharing in the story and journey along the way with each of you, and I am proud to be representing you.

In Unity,

Audrey Stone
President, TWU Local 556

Denny Sebesta is a Dallas based Flight Attendant and former Negotiating Team Member.

“Hello Carlos, this is Tonya, your Inflight Supervisor. I see you’re off today, but I need you to call me back here in the office ASAP. Thank you.”

What should Carlos do next?

If I were Carlos, I would first call the Union Office for advice before calling Tonya back (the Union Office is open Monday through Friday from 0800 until 1800 Central time and can be reached from 0900 until 1700 Central time on weekends and holidays). Carlos knows he is a good Flight Attendant and has never been in trouble, so he called Tonya back immediately.

Tonya said, “Thanks for calling me back, Carlos. I just had a few questions about something that happened on your flight last week.”

Carlos is also a good Union Member and knows his Union rights. Carlos replied, “I understand Tonya, however if this discussion could in any way lead to me being disciplined or terminated, or affect my personal working conditions, I respectfully request that my Union Representative, Officer or Shop Steward be present. Without representation, I choose not to answer any questions.”

Tonya said, “You are certainly entitled to representation, Carlos. Let’s go ahead and set up a Fact-Finding Meeting.”

Carlos replied, “OK. Thank you, Tonya.” Carlos hung up the phone and called the Union Office (800-969-7932).

What happens next? Go to http://twu556.org/wp-content/uploads/pdfs/miscellaneous/fact_finding_tips.pdf to download the Fact-Finding Meeting Tips, hosted on the TWU Local 556 Web-site.

Fact-Finding Meeting Tips

If you are contacted by the Company to take part in a Fact-Finding Meeting, you should contact the Union Office as soon as possible to schedule a Representative to accompany you. (1-800-969-7932). Probationary Flight Attendants are allowed to take a Representative to the meeting; however, their role in these meetings is a bit more restricted.

When you call the Union Office to get a Representative, you will be given the name of a Shop Steward who will contact, and accompany you to your meeting. The roll of a Shop Steward is to ensure that Management does not violate your rights as a Flight Attendant, and to document the meetings content. They will be there to make sure the Collective Bargaining Agreement (our Contract) is followed and that discussions are professional and relevant only to which the meeting has been called. The Shop Steward will do their best to ensure that you are treated with the respect and dignity that you and all TWU 556 Members deserve from Management. All of our Shop Stewards have pledged to keep all matters discussed confidential, and we advise that you keep your situation discreet as well. Your Union will do all that we can to assist you through the meeting and the following processes as defined under the CBA.

Below is a list of tips to help ensure that you and your Shop Steward are both prepared for your meeting:

- Tell your Shop Steward what happened from start to finish. Leaving out a detail can leave you vulnerable to further discipline.
- While it is not required, please tell your Shop Steward of any events or occurrences that have taken place in the past 18 months.
- Tell the truth. Keep it simple while being honest.
- If you have a copy of your IR, please read it to your Shop Steward or bring it to the meeting.
- If you are taking any documentation or other related material to the meeting, please let your Shop Steward see it first.
- You are free to take note cards into the meeting with you. If writing notes helps you to remember the facts or order of particular events you are allowed to use such a tool. Please do not give these notes to Management at the end of the meeting.
- Just as your Shop Steward will be taking notes, Management may ask to have someone else in the meeting to take notes for them. Your Shop Steward will be able to tell you who will be in the room prior to enter the meeting.
- Your Shop Steward will set up a non-verbal cue to alert you to something that is being said. This is a warning to watch out for the direction of a particular question or to wrap up what you are saying at the time.
- Plan on your meeting lasting from 30 minutes to an hour.
- You should also ensure that your phone ringer is turned off prior to entering the meeting.

During the Meeting:

- Be professional and not argumentative when speaking with Management.
- The facts you provided on your IR should be the same as those provided in a meeting. Stories that change often may be viewed as untrue.
- While Management is not expected to begin a meeting on to negative start, please remember that you would not be having this meeting if something did not require further attention. See through the welcomes and laid-back approach and keep your mind in the game.
- Explain the facts of your situation as you know them to be. Try not to blame others and refrain from answering questions by speculating. If you do not know the answer to a question that is asked of you, simply say, “I don’t know.”
- It is possible that your Shop Steward will need a minute to catch up on the meeting notes. This is different from the non-verbal cue that was set up before your meeting. Please utilize this opportunity to catch your breath and recollect your thoughts.
- Answer the question that is asked of you. Once you have answered the question, stop talking.
- Management is known to take long breaks between questions. As Flight Attendants, the silence may make you feel uncomfortable. Be aware that this is a known tactic used to get more information.
- If a question is asked that you do not understand, it is ok to request that the question be repeated or rephrased. Take a second, and think through your answer before you respond to Management.
- If the meeting gets off track, or if Management attempts to bring up a non-related or out of date occurrence, your Shop Steward will attempt to guide Management back to the matter at hand. It is possible that if Management fails to take this guidance, the Shop Steward may call for a break to contact the Union for assistance.
- It is possible that emotions during a meeting may become high. If you need a break or if your Shop Steward feels you need a break, one will be requested of Management. Having explained the situation to your Shop Steward before entering the meeting will allow them to assist you during stressful moments.

After the meeting, you undoubtedly will want feed back from your Shop Steward. While we always want to give you hope, we are unable to predict the outcome of these situations. Should the decision of the company not be favorable, there are steps in place to move forward in a grievance process. Your Shop Steward or the Representative in the Union Office will be able to give you further guidance in this next phase.

If you have other questions, make note of them and ask your Shop Steward when you are preparing for your meeting. Know that your Union Representatives have a lot of experience in handling Fact-Finding Meetings and as a Member of TWU Local 556 you are entitled to use our knowledge.

2014 New Year's Resolutions to Becoming a Better Union Member

by Sam Wilkins

As we enter a New Year and we all start anew, resolve to get more involved with our Union. We are in Negotiations and are about to enter the “meat and potatoes” of our Contract. This year will be a year full of change and as Members, we have a responsibility to educate ourselves and stay current on issues that affect our daily lives.

There are several reliable factual sources of information:

- Our Union Website www.twu556.org
- Unity Magazine
- Unity Update sent via email on the 5th and the 20th of each month (please note that you must register your personal email on our Website under “profile” to receive these Updates)
- TWU Local 556 Facebook page (please go “like” the page and you will get updates on your newsfeed)
- TWU-TV - where Members can ask Audrey questions LIVE!

There are many ways to stay informed and while we all have busy lives outside of work, please make every effort to attend a Union Meeting. One easy way to show that we are unified is by wearing your Union Pin. If you don't have one please contact your DEBM or Shop Stew in your base. Click here to see the Shop Stewards

in your base <http://twu556.org/about-us/shop-stewards/roster/>

The most important thing you can do as a Member of TWU Local 556 is stay informed and PROVE to Southwest Airlines that we are the BEST Flight Attendants in the WORLD. We deserve an industry leading Contract because WE keep LUV Alive!

STAY INFORMED! STAND UNITED!



Sam Wilkins is an Oakland-based Flight Attendant and Shop Steward.

MEMBERSHIP MEETINGS

General Union Meeting open to Members only.
ID's will be checked. All times are local times.

DALLAS

10:00 A.M., Monday, January 14, 2014
TWU Local 556 Union Office - (214) 352-9110
7929 Brookriver Dr., Suite 750, Dallas, TX 75247

HOUSTON

10:00 A.M., Tuesday, January 17, 2014
Houston Hobby Airport
Rockets Room-down hall from FA Lounge

OAKLAND

10:00 A.M., Thursday, January 23, 2014
OAK Airport-Rear Conference Room
(510) 563-6424. Terminal 1 (elevator is on the right before security checkpoint; proceed to the 2nd floor and through double doors)

PHOENIX

10:00 A.M., Friday, January 23, 2014
Phoenix Sky Harbor International Airport -
(602) 273-4391 - Terminal 2 Conference Room, take the elevator by Dick Clarks up to 2nd level.

LAS VEGAS

12:00 P.M. (Noon), Saturday, January 25, 2014
Hampton Inn Tropicana, Fiji Room - (702) 948-8100,
4975 Dean Martin Drive, Las Vegas, NV 89118



DENVER

12:00 P.M. (Noon), Sunday, January 26, 2014
Courtyard Marriott Suites-(303) 371-0300
6901 Tower Road, Denver, CO 80249

CHICAGO

10:00 A.M., Monday, January 27, 2014
Hampton Inn - (708) 496-1900
6540 S. Cicero Ave, Bedford Park, IL 60638

BALTIMORE

10:00 A.M., Tuesday, January 28, 2014
Doubletree by Hilton Baltimore Airport
890 Elkridge Landing Rd. Linthicum Heights, MD 21090;
(410) 859-8400,

ORLANDO

10:00 A.M., Wednesday, January 29, 2014
** Hampton Inn - International Airport
5767 TG Lee Blvd, Orlando, FL 32822
(407) 888-2995

* New Meeting Time ** New Location

Are You Attending a Union Membership Meeting?

by Laurel Swann

Do you want to make sure YOUR voice is heard? Take the time to attend a Membership Meeting (the 1st Membership Meeting of 2014 starts next week) and VOTE on the issues that affect our lives and work!

Check list for attending a Membership Meeting:

- ☐ Note the date/time on your calendar, and bid your line accordingly
- ☐ Read the prior meeting's Minutes (www.twu556.org) to be ready for the first agenda item
- ☐ Bring your ID, and perhaps a snack (meetings can run long, and food is not provided)
- ☐ Grab one of the forms to make a motion if you would like to do so — it does not have to be on the provided form, but it must be in writing.

When you arrive, you will sign for a numbered copy of a multi-page packet, which includes everything needed for that meeting. Bring your Southwest Airlines ID to verify you're a Flight Attendant. Since the packets include sensitive financial information (and to avoid printing huge quantities of these packets), the packets are returned at the end of the meeting. These packets are reused for all Sessions of the Membership Meeting; so don't make notes on your copy.

Turn off your cell phone.

The Union's President (but sometimes her designee) presides as the Chairperson of the Membership Meeting. Meetings are conducted using the parliamentary procedure Robert's Rules of Order, with the President calling on those who raise their hands. Each person has the opportunity to speak once before anyone is called on a second time. Questions sometimes need input from someone not present at the meeting: a quick email by the Recording Secretary will often get an answer before the meeting ends.

A STANDARD AGENDA

1. Approval of Minutes from previous Membership Meeting
2. Financial review
3. Business of the day's meeting (topics provided 45 days in advance)
4. New business:
 - Reports from the Meeting's Chairperson
 - Motions from the floor
 - General new business: from Members present

Advance Preparation

Membership Meetings are held at least three times each year, in every base. Locations are near or at the airport, and shuttles are provided by hotels whenever possible. The Meeting Agenda is posted on the Local 556 Website and in the Flight Attendant Lounges in the Union's Glass Case at least 45 days before the first Session of the Meeting. The Minutes of the previous meeting are also found on the Union's Website; it's good to read the most current draft minutes in advance so you are up to speed for the first agenda item, approval of these Minutes.

At the Membership Meeting

The Meeting Agenda follows a regular format

After approving the previous meeting's minutes, the year-to-date Financial Report is reviewed (our fiscal year starts October 1). **THIS IS YOUR OPPORTUNITY TO ASK QUESTIONS OF PEOPLE WHO REALLY KNOW THE ANSWERS** (rather than relying on infamous "jump seat rumors"), so if you have questions about our Union's financial situation, this is your chance to get answers (for questions about financial information at any other time, contact the Local 556 Treasurer

or your Domicile Executive Board Member).

Following the financial review, the business of that meeting is tackled. Votes are taken on each item, by a show of hands. If the vote pertains to changes in Union Dues, Assessment Fees or other items which would financially impact our Members, the vote is conducted by secret ballot. The packet includes information on each motion, and there is time for questions and discussion before each vote.

Making a Motion

Members in attendance at the meeting can make motions on a wide variety of things. For example, our Negotiations Assessment Fee is the result of a motion made at a Membership Meeting. Membership Meetings cannot be held on Southwest Airlines property because a Member made that motion during a Membership Meeting.

Motions are written on a provided form, submitted at the meeting, and read aloud during the Agenda's New Business period. They may be amended a maximum of two times by those present, usually in response to comments/questions that bring up issues the submitter had not thought about. All motions approved at a Membership Meeting will be brought for a vote in the next round of Membership Meetings. Most Motions are passed by a simple majority, totaling all votes at all Membership Meetings.

New business is next: your opportunity to make a motion to be considered at the next meeting. If you wish to make a motion, consider the wording carefully. If you didn't write out your motion in advance, forms are available at the meeting. Motions may be amended twice by those present, allowing for corrections if someone present thinks of an aspect you hadn't considered when you initially wrote it up. When a motion is voted on, the amendments are voted on first (an amendment may pass, yet the motion fail, for example. This would mean that the entire motion fails.). Voting is cumulative

for all Sessions of the Membership Meeting; votes by all bases are added up to determine which passes. This is yet another reason for YOUR base to turn out!

Reports from the President come next. The most recent round of Membership Meetings included reports on Contract Negotiations, the International Convention and Grievance updates. This is where you will hear the latest and most accurate information. Hotels may provide paper and pens for you to take notes, or you can bring your own. You can stop relying on jumpseat rumors, and get the facts!

Bring another Flight Attendant friend with you or contact a Shop Steward that you may know in your base. Attending with someone who knows what is going on may make you feel more

comfortable attending a meeting. Oftentimes there are Union activists who have planned a Unity social event after Union Meetings; this is a good way to get to know fellow Labor LUVers in your base!



*Latonia with Dallas Flight Attendant
Gwen Dunivent*



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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.

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TWU Local 556

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