



MAY 5, 2015

unity update

Your bi-monthly
Unity supplement

President's Message



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

On May 1, your 2015-2018 TWU Local 556 Executive Board took office. Everyone immediately jumped into our term, as everyone traveled to Dallas on May 4 to begin meeting on May 5. We have a full week of training scheduled, followed by our first planned Executive Board Meeting the following week, May 11-15. In addition to the standard items of Union business, our Board Meeting will include appointing the Chairperson(s) of our various TWU Local 556 Committees with two exceptions (the Committee on Political Education and the Organizing/Mobilization Committee), due to our TWU Constitution, which states that the Local President must preside over both of these. We will also be meeting with our longtime Strategic Advisor Mark Richard for a planning session that will include our expectations to secure a Contract in the near future.

Many of you may not know, but in the past most of the training has been “learn as you go.” When I first became a Board Member in 2008, I came in mid-stream and not at the start of the term. My training consisted of a few hours with our then Orlando Domicile Executive Board Member (DEBM) Susan Kern Johnson. She sat down and went over Laborsoft, our Grievance Database, and the role of a DEBM. Susan gave me quick outline (as much as could be accomplished in only a few hours) and the rest I picked up along

the way. I assumed that the other Board Members received a more in-depth training when they first took office, and that being the “new girl” meant I needed to just keep up.

In 2009, when a new Executive Board took office, I realized that my on the job training was more the norm rather than the exception. While there are many items you do have to truly experience first-hand (similar to learning the hard way that you didn’t understand Overlap correctly and you’re not getting your trip pulled after all!), I believe there are tools that can be taught up front to decrease your risk of not knowing down the road. This is why we have scheduled such an in-depth training for our Executive Board. I think that even those who have been around awhile will find the training useful and learn something new. Besides our internal workings, we are bringing in one of our joint TWU Local 556 and Southwest Airlines Arbitrators, who will be providing training from his point of view. This will better prepare our Executive Board moving forward to complete their duties of reviewing all grievances filed on behalf of our Flight Attendants.

I want to thank the Executive Board Members who completed their term on April 30 – Dallas DEBM Andrea Garnett, Denver DEBM Chris Sullivan, Houston DEBM Valerie Boy, and Board Members at Large Tina Coffee and Rob Riddell. Your term was an eventful one, and I appreciate you stepping up to serve the Membership. We have built a strong foundation, and will continue the efforts to move our Union into the future. I hope the rest of the Board is as eager as I am to roll up our sleeves and begin working!

Negotiating Team Update

On April 27-28, our Negotiating Team (NT) met with Southwest Airlines Management at the TWU Local 556 Office to continue Contract Negotiations. Management presented a “State of the Industry” presentation, highlighting how our Flight Attendants compare in terms of pay, work rules, and quality of life contractual issues. Our NT was already aware of how our comprehensive Contract stacks up against other Flight Attendant Collective Bargaining Agreements (CBAs), and we have never denied that we have the industry-leading Contract. However, we remain firm in our positions of what we must protect and improve upon in order for us to come to a final Tentative Agreement (TA).

We also continued discussions on Article 8 (Hours of Service) and Article 28 (Scheduling Policy). We have been persistent in addressing your quality of life concerns around topics like ground time and pairing productivity. Your NT presented a proposal on ground time, and we expect Management to respond at our next scheduled bargaining session on May 8.

We continued talks on outstanding issues in Article 24 (General & Miscellaneous), as well as Article 21 (Compensation). We are still far apart on a full comprehensive economic package, but we are working to resolve some of the smaller monetary items encompassed in Article 21, including Recurrent Training pay.

Our Contract Action Network (CAN) spent time in all lounges and terminals during the month of April to continue educating our Members about our ongoing Contract Negotiations. We want to make sure that all of you know what is going on and how to contact our NT with any questions you may have, and that you are coming straight to the source for information on Negotiations. Please do not rely on rumors to get your information about what is going on at the bargaining table. When we reach a TA, we want you to be as informed and educated as possible. Thank you for keeping up with the work your NT is doing on your behalf, and for supporting your Team at the table.



Open Call for Committee Chairpersons



Cuyler Thompson is an Oakland-based Flight Attendant. Cuyler serves as the TWU Local 556 Recording Secretary and the Chairperson of the Communications Committee.

Currently, the TWU Local 556 Executive Board is responsible for the staffing and oversight of twenty Committees, as described in our Local's Bylaws. At the

beginning of their term in 2012, and in accordance with our Bylaws, the Executive Board appointed the current Chairperson of each of these Committees to serve a three-year term. The new 2015-2018 Executive Board takes office on May 1, 2015 and will appoint Flight Attendants to serve as Chairperson(s) of the Union's twenty Committees shortly thereafter.

The Executive Board has issued an Open Call for "Letters of Interest" for Southwest Airlines Flight Attendants and Members of TWU Local 556 who wish to be considered for appointment to serve as Chairperson on one of the Union's Committees. **Letters of Interest should be emailed to the Executive Board's Recording Secretary at cthompson@twu556.org, and will be accepted through noon CDT on Monday, May 11.** The Executive Board will take up the matter of Committee appointments during the May 2015 Executive Board Meeting, currently scheduled for May 11-15, and will review all Letters of Interest at that time.

Here is a current list of the TWU Local 556 Committees:

Committee on Political Education (COPE)
Critical Incident Stress Management (CISM)
Grievance Committee
Scheduling Committee
Safety Committee
Health Committee
Education Committee
Professional Standards Committee
Uniform Committee
Communications Committee
Civil and Human Rights Committee (CHRC)
Shop Steward Committee
Mobilization/Organizing Committee
New Hire Committee
Scholarship Committee
Survey Committee
Veterans Committee
Working Women's Committee
Information Technology Committee
Flight Attendant Drug and Alcohol (FADAP) Committee

If you have questions regarding the submission of "Letters of Interest" or the Committee Chairperson selection process, please email Cuyler Thompson at cthompson@twu556.org.

Hot Aircraft Procedures



Michael Massoni is a Phoenix-based Flight Attendant and serves as the TWU Local 556 Operational Safety Chairperson.

Overview

Temperatures are beginning to rise as summer approaches, and uncomfortably warm cabins continue to be one of the highest Customer complaint issues.

Southwest and your Union have been listening to Flight Attendants' feedback and ideas related to hot aircraft issues, and an inter-departmental group has been researching these issues and will be increasing their efforts to gather data throughout the summer. To help make the cabin as cool as possible, it's crucial that you follow procedures of asking Customers to close window shades and open air vents, notify the Captain if the cabin is not being cooled effectively, and report hot aircraft events. Other departments are also emphasizing that their Employees follow their procedures to ensure we do all we can to cool our cabins.

Action

- The Summer Procedures PA, found in the **Flight Attendant Manual, Your Flight Beginning to End, Section 9.17.0**, should be delivered upon arrival in destinations when outside temperatures above 85 degrees are expected. The anticipated temperature upon arrival can be requested from the Captain.

"In order to maintain cooler cabin temperatures while at the gate, please close your window shades and open the three air vents above your seat."

- If the cabin is not being cooled effectively, notify the Captain with as much specific information as possible; (e.g., Is the entire cabin hot or is the heat localized? Is there low airflow from the vents?)
- Submit Irregularity Reports (IRs) during hot aircrafts events. Be sure to choose "Cabin Temperature" under the Event & Equipment tab of your IR. Then provide answers to the conditional questions that appear.

Please keep in mind, regardless of what procedures we are using, current or future variables, the Pilots can always start and use the APU if the gate pre-conditioned air is not effectively cooling the aircraft.

Additional Information

Your communication through the above-mentioned channels is vital to finding solutions. Thank you for doing your part by following the procedures to help improve the cabin climate for everyone. Cabin temperatures remain a high priority to Cabin Services Leadership, and we will actively communicate updates throughout the year.

Questions about this topic may be sent to **InflightStandards-DG@wnco.com**

Scholarship Applications



Matt Hettich is an Oakland-based Flight Attendant. Matt serves as the TWU Local 556 Scholarship Committee Chairperson.

Applications are now being accepted for the TWU Local 556 Paul Gaynor and Madeleine Howard Scholarships. Both scholarships offer an award worth \$2,500. For information, including the TWU Local 556 Scholarship Program application, eligibility requirements and essay questions, please visit www.twu556.org and click the **green 2015 Scholarships** tab on the right hand side. All applications must be postmarked by **June 30, 2015**.

TWU Local 556 Scholarship Program



Education is important to TWU Local 556. Our Local is proud to sponsor two scholarships: the Paul Gaynor and Madeleine Howard Scholarships.

The Madeleine Howard Scholarship: one scholarship per year will be awarded in the amount of \$2,500 to a TWU Local 556 Member or family member of a TWU Local 556 Member. Scholarship Selection is based on the applicant's capacity toward serving others. Special consideration will be given to applicants who have demonstrated a level of service toward TWU Local 556, organized labor, or the Labor Movement.

The Paul Gaynor Scholarship: one scholarship per year will be awarded in the amount of \$2,500 to a Member of TWU Local 556. Selection is based on capacity for Leadership, growth, and active involvement or commitment to the Labor Movement.

Visit www.twu556.org and click **Scholarships** on the right hand side to download an application.

Applications must be postmarked by **June 30, 2015**.

Scholarship application and essays must be **postmarked by June 30, 2015**. Applications will be judged and awarded by the TWU Local 556 Scholarship Committee consisting of the Local President, Scholarship Committee Chairperson, and one individual chosen by the TWU Local 556 Executive Board from the academic or labor communities. **Awards will be announced on August 20, 2015.** Notice of the winner will be published in Unity Update and in the Union bulletin boards in all bases.



Contract Education 101

SICK LEAVE

— How It's Accrued and Paid

Denny Sebesta is a Dallas-based Flight Attendant and former Member of the TWU Local 556 Negotiating Team. She serves on the Local's Education Committee and is a regular contributor to Unity Magazine and Unity Update.

No one likes being sick, but unless you are Superhuman, you will invariably be sick at some point in your Southwest Flight Attendant career. The good news is when you do become sick or injured, we have Contract language that allows Flight Attendants to accrue sick leave and use it for trips and/or Reserve days missed. Here are some important things to know about sick leave:

Sick Leave Accrual – Article 16.1 -Sick Leave/On the Job Injury (page 89 hard copy), “A Flight Attendant will accrue 1 TFP sick leave for each 10 TFPs for pay flown or credited during the month.” The only thing not credited toward your sick bank is actual TFP used for sick leave in the month.

- **Accrual examples:**

Fly or receive credit for a 3-day trip that pays 20.0 TFP; equates to 2 TFPs credited to your sick bank;

Fly or receive credit for 100 TFPs for the month; equates to 10 TFPs credited to your sick bank;

Fly or receive credit for 1100 TFPs for the calendar year; equates to 110 TFPs credited to your sick bank.

- A Flight Attendant with perfect attendance during the month of December will accrue sick leave 1.5 times the normal

rate for that month. For example, if a Flight Attendant flies 110 trips during December, they will be credited with 16.5 TFP.

- During a leave of absence (except OJI), in excess of 30 days granted to a Flight Attendant, sick leave will continue to accrue at a rate of 7.0 TFP per month for a period not to exceed 90 days.
- A Flight Attendant on OJI will continue to accrue sick leave during the salary continuation period (maximum 15 weeks), as outlined for Flight Attendants under Article 16.1.A (Sick Leave/On The Job Injury) - 1 TFP for each 10 TFPs pay credited or flown during the month.
- A summary of your sick bank including sick bank balance and estimated sick bank accrual may be viewed on your monthly payroll report at the bottom of the page.
- A history of your sick bank accrued and used can be found on CWA under the tab Reports > 24Month History (which actually goes back to August 2008).

Utilizing Sick Bank – You will automatically be paid out of your sick bank for sick calls (pairings and/or Reserve days), unless you notify Crew Payroll otherwise. If you do *not* have enough sick

bank to cover the entire sick leave, then you will be paid up to the amount your sick bank covers.

- RIGs, VJA Premium and Holiday Pay are not included in paid sick leave.
- A Lineholder will be paid for all TFPs for each day of scheduled flying that the Flight Attendant misses as a result of her/his own illness or non-related job injury. Example, you call in sick for a 2-day trip that pays 14.5 TFP; you will be paid the entire 14.5 TFP if you have enough sick bank to cover the trips.
- Reserves will be paid 6.0 TFP per day from the Flight Attendant's sick bank for each day unavailable for Reserve duty as result of her/his own illness or non-related job injury.
- Sick leave will not be paid for pairings picked up and not flown during scheduled vacation days. In other words, if you call in sick for a pairing picked up during vacation; no pay.
- Sick leave may only be utilized for a Flight Attendant's own illness or non-related injury with the following exceptions: Art 16.2.3 Conclusion of OJI salary continuation, Art 15.5 Parental Leave; Art 15.7 Funeral Leave and Art 15.9.D Military Leave.

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