

MAY 20, 2014

unity^{update}

YOUR BI-MONTHLY UNITY SUPPLEMENT

Log on to the TWU556 Website to take this month's Crew Check-In Poll.

President's Message



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

I want to touch on a topic today that has continued to generate much conversation, many complaints, and genuine frustration during the last few months. I have spoken to a number of you personally about your negative experiences when deadheading and the fourth jumpseat. When our Membership ratified Contract Side Letter 7, it included new language in Article 10.12.A which guaranteed a cabin seat for at least three (3) Flight Attendants on an -800 aircraft on flights scheduled over three (3) hours. This needed to be corrected because SL 7 did not include a guaranteed cabin seat for all Flight Attendants. Through Side Letter 8, the language was enhanced to include procedures for a must ride deadhead, whether scheduled or unscheduled, to include a guaranteed cabin seat for ALL Flight Attendants.

Unfortunately, quite a bit of conflict has resulted between the Flight Attendants and other Employees, particularly Customer Service Agents (CSA's), since this language became effective. Whether it's because they don't understand or because they have chosen to ignore our contractual rights, I have been hearing an increasing amount of stories about CSA's attempting to shame, bully or harass Flight Attendants into sitting on the jumpseat when a flight is full. In extreme cases, there have been reports of CSA's refusing to issue boarding passes to Flight Attendants who are not willing to occupy the jumpseat. Some of these conflicts have taken place in view of our Customers and it has been embarrassing for those of you involved. In other instances, conflicts have occurred between Flight Attendants when a deadheader has agreed to take the jumpseat without realizing that one of their fellow Flight Attendants was already signed up. This resulted in the Flight Attendant being bumped from the flight and missing his/her commute.

Please know that your Union has heard your concerns and has addressed them repeatedly with Inflight Management. However, the problems have continued. During my last meeting with Senior Director of Inflight Sonya Lacore, I asked her to again address the issue with the appropriate directors. We discussed who else needed to be involved to ensure that the issue was taken seriously, as she had already addressed it before. The lack of improvement meant that it hadn't been communicated correctly or clearly to the CSA's who determine when and how you receive a boarding pass.

I am happy to report that the following memo was published last week to all appropriate Employees. While we know we can't guarantee that everyone will read it (how many of your friends do you know that just click the "acknowl-



edgement" button for their RBF's without actually reading it?), I do believe that this is a step in the right direction. I hope that these unfortunate instances will decrease, which will be better for everyone.

Please remember that a Flight Attendant may be asked to occupy the jumpseat, but is not obligated to do so. Also, be aware that when you are asked, it is because the flight is oversold and the CSA hopes to fill every available seat with a revenue passenger. While the Agent does not know what kind of day you've had, that you may be exhausted and were looking forward to curling up at the window for a nap, keep in mind that this employee is trying to do his/her job too -- to get our Passengers to their destinations. If you're willing and able to sit on the jumpseat, then by all means agree, but only after verifying someone else is not signed up.

I hope that this memo will significantly reduce (if not eliminate) instances of deadheading Flight Attendants being bullied or shamed into giving up their contractual right to a cabin jumpseat. Please continue to notify the Union if you experience such an event and I will continue to address the issue with Management. It's my privilege and pleasure to represent the Flight Attendants of Southwest Airlines. What's important to you is important to me.

Open Enrollment for Supplemental Insurance is in Full Swing!

Annual enrollment for the highly competitive supplemental insurance package offered to all Members of TWU Local 556 through our benefits partners **closes June 13**. During the open enrollment period, you may contact our Supplemental Insurance Service Center at (877) 885-9191 (M-F 0800 to 1700 CDT) or meet with a Benefits Counselor in your Inflight Lounge. Be sure to have your 2013 W2 with you.

For more information about the insurance products that are available and the times that the Benefits Counselors are scheduled to be in the lounges, please visit <http://visityouville.com/twu556> after May 5.

The following core benefits will be offered during the enrollment:

- **Lincoln Short Term Disability**, which provides income replacement during an accident/illness that occurs “off the job” (your 2013 W2 is required at the time of enrollment).

The following voluntary benefits from Colonial Life & Accident Insurance Company will be offered during the enrollment:

- **Accident Insurance** – helps offset unexpected medical expenses, such as emergency room fees, deductibles and co-payments that can result from a covered accident.
- **Cancer Insurance** – helps offset the out-of-pocket medical and indirect non-medical expenses related to cancer diagnosis and treatment.
- **Critical Illness Insurance** – pays a lump sum benefit upon diagnosis of a covered critical illness such as heart attack, end stage renal failure, coronary artery bypass surgery, stroke or major organ transplant.



Supplemental Insurance

Plans Menu

Cancer
Disability
Accident
Critical Illness
Universal Life

- **New this year – Hospital Confinement Indemnity Insurance** – helps with the rising costs associated with a covered hospital confinement or covered outpatient surgery. This is for accident or sickness. (This product will be offered with guaranteed issue underwriting. That means no health questions will be asked).
- **Universal Life Insurance** – provides death benefit coverage that you can increase or decrease as your needs change. The policy builds cash value on a tax-deferred basis at current interest rates and premium payments are flexible.

Don't forget! We strongly urge you to meet “one-on-one” with a Benefits Counselor during the enrollment. This is your chance to learn more about your benefits package and make your benefits work for you. When you meet with a Benefits Counselor, please be prepared to confirm any dependent information you currently have on file.

Extreme Irregular Operation Response Plan (EIORP)



Todd Gage is an Oakland-based Flight Attendant and the 1st Vice-President of TWU Local 556.

A few months back, TWU Local 556 began working on a plan to assist our Members when Southwest Airlines experiences an extreme irregular operations event. I am happy to announce that the Extreme Irregular Operation Response Plan (EIORP) is finally in place and ready to be implemented. Thanks to our many advocates out there consisting of Shop Stewards, Office Staff, and Executive Board Members, we have an experienced list of volunteers ready to go.

When Southwest Airlines finds itself experiencing an extreme irregular operation, TWU Local 556 will notify our Members via email that we have activated the EIORP. The email will also include various Contractual information and examples of issues that most commonly arise during irregular operations. Most importantly, an advocate will be available 24 hours a day throughout the extreme irregular operational event to answer your contractual, FAR, and Company policy-related questions that you need answered. We will activate a special Facebook group where

you may post your questions and receive quick answers. As we all know, call volume jumps during extreme irregular operations for both Scheduling and the Union Office and wait times can be extremely long. Our goal is to help alleviate the long waits especially for time-sensitive issues. We also hope that by utilizing Facebook others may get their questions answered by seeing your questions and answers posted. Even after the Union Office closes, the Facebook group and phone extension will be staffed.

I would like to thank Oakland Domicile Executive Board Member Matt Hettich and Communications Team Members Erich Schwenk and Cuyler Thompson for helping me to get this plan in place. We heard the frustrations of our Members during the January Polar Vortex and felt we could use it as a learning tool. I hope that the EIORP will not have to be activated that often; however, I am happy that we have options for our Members when they need their questions answered.



Contract Quickies!

Brandon Hillhouse is a Dallas-based Flight Attendant and a Member of the TWU Local 556 Grievance Team and Negotiating Team.



Contractual Grievance

- A Flight Attendant has ten (10) working days, exclusive of Saturdays, Sundays and Holidays, to grieve a contractual violation. You must call the Union Office to file a grievance.

Disciplinary Grievance

- If you receive a phone call from a Supervisor inquiring about an IR, Customer letter, or write up, ask them if the conversation could lead to discipline. If so, we recommend that you request a meeting and call the Union Office for representation.
- Per our Contract, you are entitled to have a Union Representative present at any meeting and we believe it is in your best interest to have someone accompany you.
- The Company has seven (7) working days, exclusive of Saturdays, Sundays and Holidays, from the date it could reasonably have knowledge of the incident to issue discipline.
- If you receive discipline, you have seven (7) working days, exclusive of Saturdays, Sundays and Holidays, to file a grievance. You must call the Union Office to file a grievance.

Contract Negotiations Update



Your Negotiating Team (NT) has been hard at work again! We began our week with an all-day tour of the new Southwest Airlines Network Operations Control (NOC) on May 5. The department houses many different groups, 24-hours a day; In-flight Scheduling, Flight Operations, Dispatch, and Maintenance Control to name a few. Each NT Member had the opportunity to sit with people from "The Bridge," which oversees the operation from a global view, as well as attend one of their twice-daily meetings with the other NOC groups and Station Leaders from around the country.

The experience at the NOC gave us a firsthand look at the "big picture," watching the operation in action, the types of decisions being made, and the thought processes behind those decisions. It has given your NT a much better understanding of how we can address the Membership's concerns regarding reschedules. We then spent May 6 and 7 discussing our questions and suggestions that came from our time in the NOC at the Negotiating Table. Southwest Airlines Management also gave us another demonstration of SkySolver, the computer program used by Inflight Scheduling. We were able to test different scenarios that could help us during irregular operations. Our focus during these bargaining sessions was Article 9, which pertains to Additional Flying and Article 11, concerning Reserve. We spoke at length about reschedules and Lineholder protections. We remain pleased with the pace and tone of these Contract Negotiations and look forward to our next meetings with Management on May 22, 23, 28 and 29.

Your NT would also like to thank everyone who has reached out to us following our call for volunteers in our May 5 Unity Update. We have had a great response, but we encourage everyone to participate. For those of you who have been involved, or are just getting involved, you know we cannot do it without you. For those of you thinking about getting involved, now is the time to do it. Also, please take time to share your feedback through the "Crew Check-In Poll" located on the homepage of our TWU Local 556 Website, or email us directly at NT@twu556.org.

A Call for Volunteers

We have received a great response from our recent Call for Volunteers, but we still need MORE! As our Negotiating Team (NT) approaches the one-year mark at the table with Southwest Airlines Management, we are increasing our education and mobilization efforts. We will need assistance from our Members to provide information both now and once a Tentative Agreement between TWU Local 556 and Southwest Airlines Management has been reached. Many of you have already volunteered to be part of this process and we're looking forward to working with you. If you're interested in helping, please contact us at NT@twu556.org.

We Need You!



Negotiating Team Progress

Article #	Article Name	Progress	Highlights/Remarks
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	open	in discussion
9	ADDITIONAL FLYING	open	in discussion
10	SCHEDULING/BIDDING		
11	RESERVE	open	in discussion
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	open	in discussion
33	COMMUTER POLICY	open	in discussion
34	DURATION AND TERMINATION	open	depends on length of contract
	updated: March 31, 2014		

Don't Forget to Pack Peace of Mind



Rob Riddell is a Phoenix-based Flight Attendant and a TWU Local 556 Executive Board Member at Large.

Accidents and Illnesses

We are very excited that International Flights are just around the corner for Southwest Airlines! It's a good time to remind you of some of the resources available to us while we are on the road.

Flight Attendants may fall ill or have an accident at any time. When they occur during international travel, they may create additional complications for you. According to Contract Side Letter 10, the Company will advance the cost of emergency medical services for Flight Attendants while in the service of the Company outside the United States, including but not limited to medically necessary evacuation and repatriation in the event of accident, injury or serious illness.

SWA Employees, while traveling internationally on Company Business, now have access to Aetna WorldTraveler Services. Aetna WorldTraveler is an international travel service plan that provides you with emergency and urgent medical benefits and assistance while you are traveling internationally on Company Business. The flyer, linked below, (including a wallet card) describes the basics of the coverage and how to use the Plan.

Contact Aetna WorldTraveler Services:

Member Service Phone: (877) 301-5042

Hours: 24 Hours a Day, 7 Days a Week

Emergency Assistance:

from a Domestic Phone: (877) 242-5580

from an International Phone: +1-813-775-0246 (Call Collect)

Hours: 24 Hours a Day, 7 Days a Week

Organization Name: Southwest Airlines

Group Number: 299440-10-103

Web Site: www.AetnaInternational.com



Vaccinations and Inoculations

Article 22.4 of our Contract states, "The Company will pay for the cost of inoculations recommended by an appropriate United States governmental agency when required for any destination served by the Company."

The U.S. Government's Centers for Disease Control (CDC) maintains a list of recommended vaccinations and inoculations for countries throughout the world. This list and other detailed information is constantly updated and available here: <http://wwwnc.cdc.gov/travel/destinations/list/>



Click on brochures to read details
in printable PDF format.

What a Difference a Day Makes



Allison Hare is a Dallas-based Flight Attendant.

One day in August of 1982, two of the three siblings of a Dallas family were diagnosed with Cystic Fibrosis. "What's that?" you might ask. Cystic Fibrosis (CF) is a chronic genetic disease that causes the body to produce abnormally thick, sticky mucus leading to chronic, life-threatening lung infections and obstructs the pancreatic enzymes needed to break down foods for proper absorption. With this diagnosis, in one day, each member of this family's life made a 180 degree turn, and has never been the same again.

Allison Hare has been a Southwest Airlines Flight Attendant for nine years and is the healthy one of these three siblings. Her brother and sister have Cystic Fibrosis. The focus of Allison's life was established at age two: finding a cure for a genetic condition that promised to take the lives of two of the closest and dearest people in her life. She blessed them in countless ways during those developmental childhood and teenage years. She was their cheerleader in their every endeavor. She was a sidekick, teammate and best friend to both of them as her age fell right between them, 18 months on either side.

Life was manageable and reasonably healthy throughout those early years, through high school and into college. It was not until their early twenties that their health conditions went south. Allison was thrown into a tailspin as she tried to figure out life for herself as well as how best to minister to her siblings, both of whom required specialized and uniquely individualized medical care.

By 2004, all three siblings had graduated from college, moved to different places on the map, and begun careers. Both of Allison's siblings had gotten married despite their declining health and poor prognoses. Though they had found precious and exceptionally supportive spouses, they still needed her encouragement and personal vote of confidence. Allison longed for a way to minister to them long distance, so she decided to help find a cure for Cystic Fibrosis. Her quest continues with fervency to this very day.

Allison jumped onboard several CF event-planning committees at her first opportunity. At the Cystic Fibrosis Foundation (CFF) Chapter of North Texas, she met others who shared her passion to raise research funds for the cause nearest and dearest to her heart. It wasn't long afterwards that her brother's and sister's career opportunities brought them back to Dallas, precious family ties, and beloved doctors. It was at that point that Allison joined the Board of the CFF of North Texas and embarked on a fund raising effort of her own.

Allison learned of a very successful annual CF sponsored wine opener in the Lewisville area, and she felt that the Dallas area could support one of its own. As a single professional with a growing circle of friends, she was confident that she could inspire an interest among those in the singles community that potentially could expand to include young marrieds and beyond. The date for the first annual Dallas CF Wine Opener was set for December 1, 2011.

Allison, along with her beautiful family, is pictured attending previous Dallas Cystic Fibrosis Wine Opener events.



In October, before her event, an article was published in the Wall Street Journal that highlighted the impending FDA approval of a revolutionary drug called Kalydeco, for the treatment of 4-5% of cystic fibrosis patients (approximately 3000 in the U.S.) with a particular and rare genetic mutation. For Allison, that October morning started out as any other until she recognized the genetic mutation as being the one both of her siblings had. Who would have thought? Indeed, she did not know what a difference a day makes.

The seemingly miraculous drug, administered in a simple pill, worked on a cellular level such that early detection and treatment would essentially be a cure for a youngster whose genetic profile matched the drug's criteria. Only time would tell how much benefit a drug such as Kalydeco could help Allison's brother and sister at their ages, but it had promise to buy them more productive years.

Allison's Wine Opener came off without a hitch and was a lovely evening in every way. Something unexpected happened during the event that changed Allison's life forever. Yet again, she did not know what a difference a day makes. One of the members of her committee brought a former fraternity brother as a guest to the event. He caught Allison's eye and she caught his. The two didn't formally meet until January 2012, and with the enthusiasm generated by the astounding effectiveness of Kalydeco among CF patients worldwide, they co-chaired the CF Wine Opener the following December. One week later, they were engaged and in March 2013, and are now married. It was only a few weeks thereafter that they began plans to chair the CF Dallas Wine Opener scheduled for September 2013.

However, on the heels of that overwhelmingly successful fund-raising event, Allison's brother contracted pneumonia and spent the greater part of the winter of 2013 in the hospital. Subsequently in early March 2014, he was put on a double lung transplant list but was told not to expect a call for at least a year.

The morning of Friday, May 2, 2014 began just like any other morning until the phone rang at 9:15. Allison got a call from her brother with the unexpected news that Baylor Hospital had new lungs for him and asked if he could be there within the hour. "That can't be!" After all, it had only been two months since they were assured a year-long wait! Yet again, none of them knew what a difference a day makes.

Allison's brother was released from the Baylor Hospital Transplant Unit on Thursday May 15, breathing deeply for the first time in years due to the brilliant talents of sacrificial doctors and the zealous fund raising efforts of devoted CF families and friends. Allison and Seth Hare were only two of many whose love for family painstakingly drives them to find a cure.

This year The Variant Commercial Real Estate Dallas Wine Opener, part of the Cystic Fibrosis Foundation's national wine-tasting series, will be held June 20, 2014 from 7-11 PM at the brand new 3015 at Trinity Groves. Please join us in a fund raising effort that can truly turn someone's life around in a day. The mission of the CF Foundation is to assure the development of the means to cure and control Cystic Fibrosis and to improve the quality of life for all those who suffer from this disease.

We recognize Allison Hare for her courage and determination and thank her for sharing her family's story. If you would like to attend the Dallas Wine Opener or assist in some other way, please visit <http://www.cff.org/Chapters/netx/DallasWineOpener>



Allison and her husband spending time with her brother, Jake, just before his hospital discharge following his transplant. The family will continue to wear masks while Jake is recovering.

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**.

TWU Local 556

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