

WINTER 2018 ISSUE



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# UNITY

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# UNITY

THE MAGAZINE OF  
TWU LOCAL 556

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**Unity** is the official publication of Transport Workers Union Local 556, representing the Flight Attendants of Southwest Airlines.

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# MEMBERSHIP PLEDGE

of the TRANSPORT WORKERS UNION OF AMERICA, AFL-CIO

I solemnly pledge on my honor to abide by the Constitution of the Transport Workers Union of America and the rules and Bylaws of Local 556; to discharge all my duties and obligations faithfully; not to make known any private business of the Union, and to conduct myself at all times as becomes a Member of the Transport Workers Union of America.

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Letters to the Editor may not be considered if the length of the submission exceeds 200 words and/or depending upon space available in the issue. All letters must contain your name, Base, Employee number, and contact information.

Articles submitted to Unity will not be considered for publication if they are libelous, defamatory, not factual, in bad taste, or are Contractually incorrect. The TWU Local 556 Editorial Team reserves the right to edit any submissions that are received for the purpose of inclusion in Unity. Submissions are due by the first of the month prior to the month of publication, and are considered on a space-available basis only.

The views expressed in Unity do not necessarily represent those of TWU Local 556 or TWU International. This publication is intended only to educate and inform TWU Local 556 Members. It is not intended to officially establish or clarify past practice, Contract language or Grievance/Arbitration positions. It is therefore not to be utilized or relied upon by any person or party as evidence of the Union's position on any past practices, Contract language, Grievances/Arbitrations or any other disputes or issues between TWU Local 556 and Southwest Airlines. Connect with us on Facebook ([facebook.com/twu556](https://facebook.com/twu556)), or follow us on Twitter (@twu556).



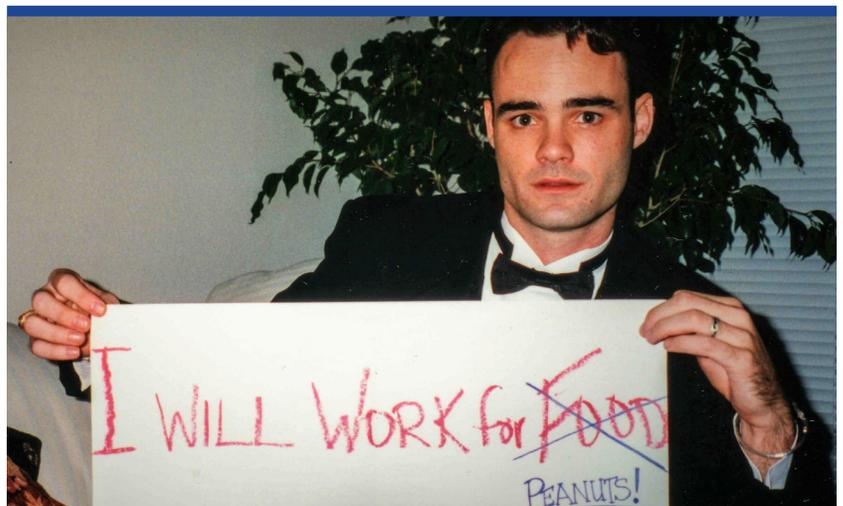
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@twu556

Thanks to Las Vegas-based Flight Attendant Chris "Tiny" Allen for sharing his talent and providing the beautiful photos for this issue of Unity Magazine.

## FRIENDLY LETTER FROM THE EDITOR



After graduating from Texas A&M, I was working as a Parole Officer in Texas, trying to figure out what to do with my life. I was studying for the Law School Admission Test (LSAT), but all I really wanted to do was see the world, meet interesting people and drink a lot of beer. Settling down, starting a family, and buying a home were not high on my list of priorities in my 20's. My sweet sister Joeli, a Southwest Airlines Flight Attendant at the time, convinced me to join her in the friendly skies. Joeli's tales of hotel room parties with beautiful people and exotic travel destinations sounded like a great new priority. I submitted my application with my picture, holding a sign, written in lipstick, on paper towels, "I WILL WORK FOR PEANUTS!"

At nineteen years old, I had stepped aboard an aircraft for the first time: a Southwest Airlines flight from Houston to Los Angeles; we were so excited that we could SMOKE (because we were drunk)! I had never flown, so I had never properly packed a suitcase. My travel partner had laughed at my heavy carry-on bag. "You're going to carry that through the airport?" Before roll-a-board carry-ons were invented in the 90's, Passengers only brought what they could comfortably carry with a shoulder strap (which wasn't much). My, how things have changed.

**When I was hired early in 1995, there were about 2,800 Southwest Airlines Flight Attendants (only 15% were men, so we got some attention) with an average age right around 30 years old.**

The pay rate (\$13.37 per TFP) was not my priority when I was hired. Nor was the fact that Flight Attendants were only guaranteed 4.0 TFP per day. There was no FAR "24 hours rest in 7 days" requirement, so I worked as much as I wanted (my record is 32 days straight). I was still poor, very poor. Sleeping at crashpads in Chicago (or with "friendlies"), I would leave for a 4-day, 25-leg trip with just enough money to tip the van drivers and a bag full of Top Ramen noodles, instant mashed potatoes and some apples. At the hotel bars, I couldn't afford to order food,

so I pretended not to be hungry (but would finish what Co-Workers left behind). Being junior and working weekends, I found plenty of weddings and house parties to "crash" on my overnights and I had a few "friendlies" throughout the system. I was having so much fun!

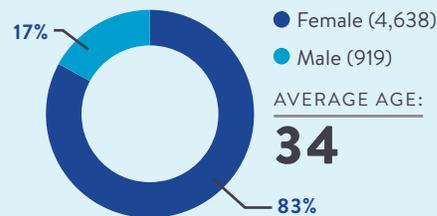
We LUV'd Herb Kelleher and the Culture of the great Company for which we worked (I still do). As a healthy young Flight Attendant, starting a party on the plane that continued into my overnight was my priority. I consistently went above and beyond, lifting Passenger's bags without them asking, doing whatever it took to turn that plane in 15-20 minutes. Only one Flight Attendant was required to board the aircraft, so the other two would often run off to get food, talk on a pay phone, smoke, or just hang out in the airport, running back at push time. We could be written up for sleeping on a Deadhead (so, we wore sunglasses), pets were not allowed onboard, and I had never heard of a peanut allergy.

What's my point in this article? From time to time, we should reevaluate our priorities, and here at the beginning of a new year is the perfect time to do it. We age. We change. Life's situations and our obligations change. Our work environment changes. We shouldn't continue to do things the same way simply because we've always done them that way (even though I still serve peanuts from my tray). I can no longer fly 32 days in a row, not just because the FAA won't allow it, but because my 50+ year old body won't do it. I can't lift Passengers' carry-ons like I used to, not just because I'm not as strong as I used to be, but because endangering my health could cost me my livelihood. Like many of us, my obligations and responsibilities are different than they used to be: I have a mortgage and people who depend upon me.

**After 23 years as a Flight Attendant, my priorities have changed. My priority now is to become a healthy old Flight Attendant, capable of taking care of his financial responsibilities and, at the end of the day, feel that I've done a good job--followed immediately by exotic travel, interesting people, and the ability to find a "friendly" from time to time. Amen!**

**AS OF JUNE 1, 1999**

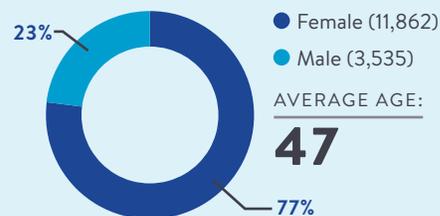
**5,292** TOTAL FLIGHT ATTENDANTS



AVERAGE AGE: **34**

**AS OF JANUARY 7, 2018**

**15,397** TOTAL FLIGHT ATTENDANTS



AVERAGE AGE: **47**

By the way, currently 42.54% of Southwest Airlines Flight Attendants are 50+ years old.



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# MESSAGE FROM THE PRESIDENT

This year is barely off the ground, but 2018 will be an eventful year for all TWU Local 556 Members. I've already walked through the changes we will all be facing this year (Officer and Board Member elections, Negotiating Team (NT) elections, Shop Steward elections, Contract Negotiations with Southwest Airlines, etc.), with nominations for the first election happening in the next two weeks (as I write this). While I don't know who the next Leaders will be or what the future will hold, I want to continue to focus on what my 2018 "ask" is to myself as well as my fellow Flight Attendants.

- **Let's all participate in our Union's future by voting, both in the Officer and Board elections, as well as the Negotiating Team.** I know that it will be more cumbersome with an actual paper ballot, but even under electronic voting, we haven't even had HALF of our Membership vote in internal elections. If you don't vote, then you're allowing others to control your future.
- **Let's give our new Union Leaders a chance, regardless of whether the winners of the election are the candidates you did or didn't support.** Recognize that they may make decisions you may not understand or like, but that they have a hard job to do. Let's support our new Leaders.
- **Let's air our differences in a respectful way.** There is a right way to express one's opinion while remaining professional and not making it personal. Personal attacks can actually diminish the credibility of the position you're trying to make.
- **Let's be considerate of discussing Union politics while you're at work.** Remember that you can easily be overheard by Customers on the plane, and alienate a fellow Crewmember without realizing.
- **Let's get to the facts, in order to be educated and informed.** Rumors will always be there, but relying on them to stay in the know about our Union and negotiations means that you won't really know what's actually happening.
- **Let's mobilize behind the next NT, who will be negotiating our future.** We should do more than read updates; we need to be available at the ready when they ask us to take action. We are only as strong as our collective participation.

During my time as TWU Local 556 President, I have had people argue with me about what happened at the negotiating table, threaten me, yell about the assessment fee while we were passing out peanuts

in the cabin, and wag their finger in my face while saying goodbye to our Customers. I have been called everything under the sun, and have had family and friends ridiculed. I have been featured in various unflattering meme's, had my height, hair, weight, and clothes shamed. I have had pictures taken of me, and my friends, without my permission, on a Saturday night. I have had to apologize to family, friends, and Co-workers for what they have had to witness and endure, simply because they were associated with me, working with me, or working my flight. At the same time, I have received a letter from Colleen and Herb that included "Furthermore, we are extremely regretful that you often didn't receive The Golden Rule Attitude that is expected from all of our Employees on a daily basis while you were going through the horrendous troubling contract negotiation period, but we will always respect the way that you held your head high and continued to fight for what turned out to be an excellent contract for your members."

This list isn't all-inclusive, but a snapshot of what it's been like while I have been your Leader. None of these things can be justified, no matter how you may feel about the job I've done. It's also not about me, but about what I DON'T want our next President, or any other Leader, to experience. It takes courage to step up and run, especially to be the face of our Union; over the last fifteen years, only nine Flight Attendants have done so. We are hired to be friendly, kind, and hospitable to our Customers, so let us display the same characteristics to each other.

**As 2018 kicks off, it's my hope that no matter who ends up representing us as of May 1, we will get behind our Union Leadership and participate in the fight for our next Contract. Please remember that we don't have to see eye to eye to stand shoulder to shoulder.**



Audrey Stone is a Las Vegas-based Flight Attendant and serves as the President of TWU Local 556.  
[astone@twu556.org](mailto:astone@twu556.org)

# TREASURER'S REPORT

Happy 2018 to you! The 2016-2017 LM-2 was filed with the U.S. Department of Labor on December 29th and our 2016-2017 Financials have been audited by an independent accounting firm. Anyone can view a copy of the LM-2 on the U.S. Department of Labor (DOL) website or for your convenience, a copy of the filing may be found on our TWU Local 556 Website under Members-Union Administration-Financial Information.

On January 8th, the Union launched a new internal tool that I believe will help provide better service to the Membership for years to come. We have migrated all of our Grievance Database to the Salesforce Platform. Salesforce is a Customer Relationship Management platform that will house all of the Union's data in one central location. While initially the Office and Executive Board will be utilizing this tool, we have plans to expand this to many of our Committees. In the coming months we will bring Critical Incident Stress

Management (CISM), Professional Standards, Flight Attendant Drug and Alcohol Program (FADAP), and the Shop Steward Committee online in a community environment.

One example of a feature in Salesforce that all Members will have access to is the availability to Live Chat your Union via the TWU Local 556 Website and App. While as of the writing of this article a timeline is not set for the rollout of this feature, it is currently being worked on and I do believe it will be come online in early 2018. This will give you another avenue to get your questions answered. I will keep you updated as other features become available.

As we are at the beginning of the New Year, you may or may not have made a New Year's resolutions(s). While I wrote about this topic in the summer issue of Unity, now is a great time, if you haven't already, to take a peek at how your Retirement Account is doing. [www.freedomtoretire.com](http://www.freedomtoretire.com) is where

you go and Empower also has an App that you can use. If you have questions, always consult a professional advisor.

**I WISH YOU ALL THE BEST IN 2018  
AND THANK YOU FOR ALLOWING ME  
TO SERVE AS YOUR TREASURER.**



John Parrott is a Dallas-based Flight Attendant and serves as the Financial Secretary/Treasurer of TWU Local 556.  
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## DOMICILE EXECUTIVE BOARD MEMBER REPORTS

### ORLANDO

**I want to start off by saying the Toys For Tots toy drive this year was once again a huge success thanks to your generosity.**

Have you recently had to renew your passport? To be reimbursed, simply log into the About Me section on SWALife>My Expenses>Flight Attendant Payroll Expenses>Flight Attendant Payroll Forms. Also, you must update your new passport number as well: SWALife>About Me>My Personal Information>Passport Information. Failure to do so, will result in you being ineligible to trade into or pick up a pairing that has international flying associated with it and could also eventually be a Class 1 of the new work and conduct rules!

Speaking of new Work Rules and Expectations, I am disappointed in Management for the restructured, more restrictive Work Rules and Expectations that took effect January 1, 2018. These new rules will now make it easier for our Flight Attendants to be disciplined more harshly for issues that were previously considered minor infractions. Be where you are supposed to be and do what you are supposed to do to avoid being called in for a Fact-Finding Meeting!

In case you have not heard, Recurrent Training 2018 will be moving from the airport to a new location located near Tradeport Road in Orlando. This transition may not be until the

second quarter, so be on the lookout for further communication regarding this important change.



Jimmy West  
Orlando Domicile Executive Board Member  
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## LAS VEGAS

I would like to thank Las Vegas-based Flight Attendants John and Tina Skura for spearheading the Toys for Tots program in Las Vegas this year. Toys for Tots is not just about buying toys and dropping them in the lounge; it's about community and love. Providing toys for children in need puts smiles on their faces as well as the faces of their families who may be struggling to make ends meet. Thank you to all the Flight Attendants who have donated toys through our Union and the U.S. Marine Corps Reserve Toys for Tots for the past seventeen years. You may think that your gift was a train set or a basketball but the real gift you gave was joy and compassion.

I hope that 2018 brings you many blessings and wonderful adventures. Whether you resolve to take advantage of your travel benefits or explore your overnight cities more, the easiest way to make your vacation feel like vacation is to buddy bid. I have been fortunate to buddy bid and triple buddy bid with many amazing Crews since I was off probation and eligible to almost twenty years ago. There have been many trips where the duty day was longer than the overnight or reroutes which left us stranded when we should have been home. Having your crew as your actual Crew makes a world of difference. Be sure to read Article 10 of the Contract for more about Buddy Bidding.

**IF YOU HAVE QUESTIONS ABOUT THIS OR ANY OTHER ISSUES, DO NOT HESITATE TO CALL ME. I'M HERE TO HELP.**



Rachel Brownfield  
Las Vegas Domicile Executive Board Member  
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## PHOENIX



John DiPippa  
Phoenix Domicile Executive Board Member  
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**Happy New Year...the base is pretty quiet so I wanted to address the elephant in the room.**

**Dear Mike and Sonya,**

As you know Culture is a very important part of Southwest Airlines' DNA and we display it every day with a symbol of a Heart on the bottom of our planes where people can look into the sky and a child can say to their parent, "Mommy, is that the plane we took the trip to see Grandma and Grandpa at Christmas?" The mother will usually say, "Yes dear, and remember those great Flight Attendants who gave you peanuts and pretzels and made a crown out of them for you to wear like a princess." The daughter will say, "That's right Mommy, I love Southwest and want to be a Flight Attendant someday!" This small example of Hospitality sets us apart from our competitors and Gary highlights this each week with his Newline, and Mike Van de

Ven recently said that Hospitality will be a focus in 2018.

I concede that as Managers you have the "Right to Manage" but, I ask you to take off your Manager hat for a moment and relook at these new Work Rules and Expectations through the prism of our Culture and how a second chance without a black mark aka Written Warning for a minor offense helps a person to grow and thus, become a better Employee and thus an even better Ambassador to our Culture, ensuring that our Customers see Happy Employees.

**"A COMPANY IS STRONGER IF IT IS BOUND BY LOVE RATHER THAN FEAR."**  
- HERB KELLEHER

## CHICAGO

Happy New Year to everyone! As we ring in every New Year, I encourage you to check your current attendance point total and when you can expect roll off. Just stop by and ask a Supervisor to look them up for you the next time you are in the lounge. It is also the time to request a copy of your file if you haven't done so in a while.

Many of you have spoken to me about the food choices or lack thereof in the Midway Airport. I have expressed the disappointment to local leadership and been assured more choices

are on the way in 2018. Very simply, even with Crew meal prices, food is too expensive, the quality poor, and the selection dismal. I have spoken several times with our Base Manager about getting some vending machine options in our lounge. He was hopeful that was going to be available to us, as there is a machine in the Customer Service break room. According to one of the Assistant Managers who purchased food from there, it has proven to be a viable option.

As I close, I would like to thank you all for giving me the opportunity to represent you. You are truly the best Flight Attendants in the industry, and prove it every day in your

kindness to one another and our Passengers. Please call, text or email me if you have any questions: 773-960-1702, dkeith@twu556.org.



Donna Keith  
Chicago Domicile Executive Board Member  
dkeith@twu556.org | 214-640-4335

## DALLAS

Hello Dallas. It has been a pleasure to be your Union representative. Thank you for your support. Our base continues to grow, right along with the entire Membership. It looks like there is no end in sight to the growth and new cities that are coming soon. Can't wait to go Hawaii; it's been a long time coming.

Things to remember: Always check your points every time you've used a PIN or Doctor's Note, to make sure the points were removed. Request your file every six months, due to the new work rules. Stay off all electronic devices below 10,000 ft. Make sure your IEFB

is charged to at least 90% every work day. The new credit card sled is a required item you must have for work, as well as your actual Passport. Passport Cards are NOT acceptable.

We all need to stand together with all the changes that are taking place as we continue to push back against the over reach of the new work rules. I have full confidence that if all Flight Attendants do their job and treat Passengers and each other as family, Unity within our Union will be accomplished. This is what is needed as Contract Negotiations are right around the corner.



Brian "BR" Ricks  
Dallas Domicile Executive Board Member  
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## HOUSTON



David Jackson  
Houston Domicile Executive Board Member  
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I hope everyone is having a great start to the New Year. The start of the year is always a great time to clear your Employee file of anything older than eighteen months. You can do this by speaking with any Leader. While you are at it, check your points total as well.

Speaking of points, did you know that points have become the leading cause of Flight Attendant terminations? Please don't let this become your fate. If you are in the danger zone please call the Union so we can help you with a plan to get your points down.

There has been a significant increase in Delay of Flight and Late to Gate Fact-Finding Meetings for Houston Crews. Please be very

conscious of your times and don't rely on 3<sup>rd</sup> party Apps solely for your information. Always double and triple check your times and make sure you know what time zone the electronics you rely on is set to.

The upcoming TWU Local 556 Executive Board Elections will be conducted via paper ballots only. They will be mailed to your home address on file with Southwest Airlines. It's very important that you make sure your address on file with Southwest Airlines is correct. You can do this in the About Me section of SWALife.

Thank you for the privilege of allowing me to serve you. If you have questions please don't hesitate to contact me.

## OAKLAND

Happy New Year Oakland! It's a new year and that means a new Oakland Sick Leave / California Kin Care (OSCK) leave bank.

### LET'S REVIEW THE SOUTHWEST AIRLINES OSCK POLICY, AS IT CURRENTLY STANDS:

- Southwest Airlines provides nine (or more) OSCK days to each Oakland based Flight Attendant on their 91<sup>st</sup> day of employment.
- On January 1, Flight Attendants will have three days of OSCK days available for use, and accrue one additional day per month until reaching their total allotment (allotment method).
- OSCK will be automatically applied to any sick call (sick time used for yourself or a family member) if you have available

OSCK leave and available sick bank (auto-burn).

- When OSCK is applied, a Flight Attendant will not receive attendance points. A Doctor's note or PIN is not required when OSCK is applied to a sick call. If a Flight Attendant submits a quarterly PIN or Doctor's note, and the absence is covered by OSCK leave, the Flight Attendant will receive a CSS message informing them that the PIN and/or Doctor's note will not be processed for the absence (Union win).

TWU Local 556 continues to fight Southwest Airlines over its OSCK policy on the grounds that the allotment and auto-burn methods violates the California Kin Care state law and Oakland Sick Leave local law. Currently the

Oakland City Attorney's Office is reviewing Southwest Airlines' policy; at the state level, in Sacramento, TWU Local 556 and 555 have been working with California Legislators on finding a legislative solution to this issue. We appreciate everyone's support and patience until an equitable solution is reached.



Matt Hettich  
Oakland Domicile Executive Board Member  
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## DENVER

Happy New Year Denver! Now that 2017 has come to a close, I would like to quickly recap the year and all of the amazing things Denver-based Flight Attendants have accomplished.

As I'm sure each of you know, the Denver Base was recognized as Base of the year for 4<sup>th</sup> year in a row! There is no official word yet on 2017, but fingers crossed we will make it five!

On June 17, TWU Local 556 Members marched in Denver Pridefest standing up for fairness and equality in the work place and beyond.

In October, Denver Flight Attendants donated 178 pounds of goods that went directly to those

in Puerto Rico still suffering in the aftermath of Hurricane Maria. If you are still interested in finding out ways you can help, please "like" Giving4Hope Denver on Facebook. Denver's very own Misty Squires runs the page and will update Denver Flight Attendants on upcoming events and volunteer opportunities.

The 2017 Toys for Tots drive was once again a huge success. Thank you to those who were able to help make a child's holiday season a little brighter.

Denver Flight Attendants have done so much, but I've officially run out of room, so I would like to close by thanking each and every one of you for your outstanding service as Flight Attendants at Southwest Airlines, as Union

Members, and as all-around good people. The generosity you have shown has made me so proud to be your representative on the TWU Local 556 Executive Board. Enjoy the short "down time" before spring break, and thanks for being the best Flight Attendants in the industry.



Jessica Parker

Denver Domicile Executive Board Member  
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## BALTIMORE



Stacey Vavakas

Baltimore Domicile Executive Board Member  
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Happy New Year Baltimore! I hope everyone had a Happy Holiday Season. As the New Year started, Southwest Airlines Management was unwilling to budge on the new Work Rules and Expectations. Please read and reread the rules so you are thoroughly informed. While only

four new rules were added, the elimination of Classes IV & V, as well as Management's option to Verbal Counsel being removed, it is imperative to know where you stand. I encourage everyone to get a copy of their file. Anything that happened more than eighteen months ago cannot be used in a Fact-Finding Meeting.

Points Termination cases have been on the rise. You can always call Attendance & Leave to get your points and roll off, or stop by the lounge to ask a Supervisor. Make sure to utilize all avenues afforded to you through the Union when facing life and work struggles. Call the Union Office, CISM, a Shop Steward, or feel free to contact me at svavakas@twu556.org.

We continue to experience issues in the lounge with items mysteriously disappearing. Be mindful of your belongings. I have said this on more than one occasion, these are the folks you work with and could need in an emergency or uncomfortable situation on the plane. We are family and this is not how we treat family. If you are in trouble or need assistance, please contact the Union resources available to you. There is no reason to steal from your fellow Co-workers.

**As always, fly safe and remember to treat each other with care, concern and above all else respect.**

## ATLANTA

**I HOPE EVERYONE IS OFF TO A GREAT START IN 2018.**

TWU Local 556 Executive Board Elections are just around the corner. Voting will occur February 20 through March 12, 2018, via paper ballot, for the 2018-2021 term. Voting information and ballots will be sent to your last known address. Be sure to update your information with your current address. Let your voice be heard and vote.

Point terminations are still on the rise. Please make sure you check your point total on a regular basis by contacting your Supervisor and use the resources available to you to

help manage your point accumulation: the Quarterly PIN's and Doctor's Notes for when you're sick, and MBL's when the unexpected may cause you to run late. Just a reminder, if you want to use your one extra Bonus MBL per year, you must state on the phone while speaking with Crew Scheduling that you want to cover the MBL by using your Bonus MBL. The Bonus MBL is one extra MBL per year in addition to your free Quarterly MBL. The first time you MBL in a quarter your free MBL is automatically applied (not Bonus MBL). You are still required to contact Crew Scheduling to check-in after you have MBL'd.

I want to thank all of the Members, Shop Stewards and Volunteers that participated in TWU Local 556 Union events in 2017. I wish

you happiness and success in 2018. And, thank you for being the best Flight Attendants in the industry. I'm always available if you need anything, feel free to call me anytime.



Pamela Forte-Oak

Atlanta Domicile Executive Board Member  
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# TWU AGENCY FEE POLICY



TWU's Policy on Agency Fee Objections, as amended, is based upon decisions of the United States Supreme Court.

1. Employees who are members of TWU are eligible to engage in a broad range of activities by virtue of their membership. This includes, for example, the right to run for and vote in Union elections, to vote on ratification of collective bargaining agreements, and to attend and participate in Union meetings and activities that are pertinent to their employment. Employees represented by TWU can elect to be non-members, but if they do, they lose these and other rights and benefits that go along with membership in good standing in TWU.

2. A TWU-represented nonmember employee who is subject to a union security clause conditioning continued employment on the payment of dues or fees – referred to as “agency fees” for nonmembers – has the right to object to expenditures by TWU or the employee's Local Union that are not related to collective bargaining, contract administration, Grievance adjustment or other expenditures that are considered “chargeable” to nonmember objectors. A nonmember objector's agency fees shall be calculated in accordance with this Policy.

3. To become an objector, a TWU-represented nonmember employee shall notify the International Secretary Treasurer in writing of her/his objection by mail postmarked during the month of January in the first year for which the employee elects to be an objector. The written notification shall be signed by the employees and include the objector's current home address and TWU Local Union number, if known. The nonmember objector shall also mail a copy of this notice to her/his Local Union. A nonmember employee who first becomes subject to a TWU union security clause after January in a particular year and who desires to be an objector must submit written signed notification to the International Secretary Treasurer, with copy to the employee's Local Union, including the objector's current home address and TWU Local Union number, if known, within thirty (30) days after the employee has become subject to union security obligations and been provided notice of these procedures.

- A. A current TWU member who chooses to become an objector, must first resign from TWU membership before she/he can file an objection through these procedures. A member who resigns from membership during the course of the year shall have 30 days following resignation in which to elect to become an objector by utilizing the procedures set forth in paragraph 3 above.
- B. A TWU-represented nonmember employee, who provides notice in accordance with the procedures set forth in paragraph 3 above, will be considered an objector for each subsequent calendar year after the first year for which the employee elected to be an objector, unless and until the employee notifies the International Secretary Treasurer in writing that she/he no longer desires to be an objector.

4. Expenditures in the following categories are among those chargeable to nonmember objectors.

- A. Negotiation of agreements, practices and working conditions.
- B. Administration of agreements, practices and working conditions, including Grievance handling, all activities related to Arbitration, and discussion with employees in the bargaining unit or employer representatives regarding working conditions, benefits and contract rights.
- C. Conventions, Union business meetings, and other Union internal governance and related expenses.
- D. Social activities.
- E. Publications, to the extent related to chargeable activities.
- F. Litigation before courts and administrative agencies related to contract administration collective bargaining rights or other chargeable activities.
- G. Legislative, executive branch and administrative agency activities on legislative or regulatory matters related to the negotiation or administration of contracts and working conditions.
- H. Education and training of members, officers and staff intended to prepare the participants to better perform chargeable activities or otherwise related to chargeable activities.
- I. Activities related to group cohesion and economic action of or by TWU represented employees, e.g., demonstrations, general strike activity, informational picketing.

- J. Overhead and administration related to or reflective of TWU or TWU Local Union chargeable activities.

5. Expenditures in the following categories arguably are non-chargeable to nonmember objectors:

- A. Community service and charitable contributions.
- B. Affiliations with non-TWU organizations.
- C. Support for political candidates.
- D. Member-only benefits.
- E. Lobbying to the extent not chargeable as per paragraph 4.g. above.
- F. Publications, litigation and for overhead and administration to the extent related to arguably non-chargeable activities.
- G. External recruitment of new members.

6. The TWU Policy on Agency Fee Objections shall be reprinted in each December issue of the EXPRESS. The International shall also send a copy of this Policy to each nonmember who objected during that calendar year to inform such person of the right to elect to again object in a succeeding year. Any Local Union that is required by law to have an agency fee policy, but which has failed to adopt such a policy, shall be deemed to have adopted this “Policy on Agency Fee Objections” as its own, and such Locals shall be identified in the December issue of the EXPRESS.

7. The International shall retain an independent auditor who shall submit an annual report verifying the breakdown of chargeable and arguably non-chargeable expenditures (the “Report”). Similarly, if a Local Union has determined to apply this Policy for its expenditures, the Local Union shall arrange for an independent audit of the breakdown of the Local's chargeable and arguably non-chargeable expenditures. Any Local Union which fails in a given year to conduct an independent audit of expenditures shall be deemed to have spent the same percentage of its expenditures on chargeable activities as the International expended as reflected in the auditor's Report. The Report(s) of the independent auditor(s) for the International and, where applicable, the Locals shall be completed promptly after the end of the fiscal year. The most recent Report of the International's expenditures shall be reprinted in the December issue of the EXPRESS. The Local Union shall provide to the nonmembers it represents a copy of the Report of the breakdown of the Local Union's expenditures.

8. The fees paid by nonmember objectors shall be handled as follows:

- A. Nonmember objectors who pay fees directly and not by checkoff shall pay an amount equal to the full amount of agency fees reduced by the percentage of agency fees ascribed by the audit Report(s) (described in paragraph 7 above) to arguably non-chargeable activities (the latter amount referred to hereafter as the “non-chargeable amount”). An amount equal to 50% of the non-chargeable amount shall be placed in an interest bearing escrow account.
- B. With regard to nonmember objectors who pay agency fees by check-off, promptly following receipt of the checked-off fees, the non-chargeable amount, both for the International and the Local that is utilizing this Agency Fee Objection Policy, plus an additional 50% of that amount, shall be placed in an interest bearing escrow account. Promptly following each calendar quarter, the non-chargeable amount for the preceding calendar quarter, plus the interest accrued thereon, shall be paid to each such nonmember Objector.
- C. The International shall bill each Local for the monies return to objectors from escrow in connection with the Local's arguably non-chargeable expenditures.

9. A nonmember objector may challenge the last audited breakdown of chargeable and arguably non-chargeable expenditures contained in the independent accountants' Report(s) by filing a challenge with the International Secretary-Treasurer, together with notice to the employee's Local Union, postmarked no later than thirty (30) days after mailing of the December issue of the EXPRESS that includes the Report(s).

- A. All such timely challenges shall be referred to an impartial arbitrator appointed by the American Arbitration Association (“AAA”) under its rules for impartial determination of Union fees. TWU will request that the AAA appoint an arbitrator to promptly consider and make a determination regarding the challenges in a single consolidated hearing to take place in Washington, D.C.. TWU will provide the AAA with the names and addresses of

the nonmember objectors who have filed timely challenges.

- B. Challengers, the International and, if a participant, the Local Union(s) shall each bear its/their own costs related to the arbitration. The challengers shall have the option of paying a pro rata portion of the arbitrator's fees and expenses; if they decline that option, the Union parties to the proceeding will pay the full fees and expenses of the arbitrator and not just their pro rata portion of such fees and expenses.
- C. Challengers may, at their expense, be represented by counsel or other representative of choice. Challengers need not appear at the hearing for their challenges to be considered. Challengers who elect not to appear at the hearing may file written statements with the arbitrator, provided they do so by no later than the beginning of the hearing before the arbitrator. Challengers who appear but elect not to present evidence or otherwise participate in the hearing may also submit written statements at or before the beginning of the hearing.
- D. Fourteen (14) days prior to the start of the arbitration, challengers shall be provided with copies of all exhibits or a list of all such exhibits that a Union party then intends to introduce at the arbitration and a list of all witnesses the Union party then intends to call, except for exhibits and witnesses the Union party may introduce for rebuttal. If copies of exhibits have not otherwise been provided, a challenger may request that the Union forward a copy to the requesting challenger(s) during this 14-day pre-hearing period. Copies of all exhibits shall also be available for review by challengers at the hearing.
- E. A court reporter shall make a transcript of all proceedings before the arbitrator. This transcript shall be the only official record of the proceedings and may be purchased by the challengers. The parties shall be informed when the transcript is available for purchase and/or review. If challengers do not purchase a copy of the transcript, a copy shall be available for purposes of inspection by them at the Union party's/parties' headquarters during normal business hours.
- F. The arbitrator may determine all procedural matters affecting the arbitration consistent with the dual objectives of providing for an informed and an expeditious arbitration.
- G. Each party to the arbitration shall have the right to file a post-hearing statement by no later than fifteen (15) days after the parties have been provided notice that the transcript has been completed and is available for purchase or review. Neither challengers nor Union parties may include or refer in the post-hearing statements to any evidence that was not previously introduced and accepted by the arbitrator during the arbitration proceeding.
- H. The arbitrator, taking account of the record presented, shall issue a decision on the challenges to the validity of the auditor's Report of the “chargeable” percentage of Union expenditures. The arbitrator's decision shall be issued within forty-five (45) days after the final date for submission of post-hearing statements or within such other reasonable period as is consistent with the AAA rules and the requirements of law. The decision of the arbitrator shall be final and binding.
- I. Upon receipt of the arbitrator's award, the escrowed funds, as referenced above, shall be distributed in accordance with the arbitrator's decision, with the remaining balance, if any, after any required payments to challengers, returned to the International's or Local Union's general funds.

10. The provisions of this Policy on Agency Fee Objections shall be considered legally separable. Should any provision or portion thereof be held contrary to law by a court or tribunal of competent jurisdiction, the remaining provisions or portions thereof shall continue to be legally effective and binding.



# A NEXUS TO WORK

## CAN OFF DUTY BEHAVIOR LEAD TO DISCIPLINE?

Last month, I attended a Labor Arbitration conference where a theme kept arising: a nexus to work with regards to discipline and discharge cases. Generally, attendees of Labor Arbitration conferences listen to Arbitrators discussing hot topics in the labor industry, and giving their rationales on ways they have ruled on various cases. These Arbitrators work across various industries as neutral third parties. They arbitrate for airlines, railways, coal mines, service workers, etc. The reason I mention this is because no matter the industry, it seems some Management issue discipline if they feel they can draw a nexus or a connection to work, and conversely Unions chose to arbitrate when they feel there is not a nexus to work. Our Union faces these same battles with Southwest Airlines Management.

Southwest Airlines has policies which are broad in scope, such as the Work Rules and Expectations that state “...your conduct and appearance, both on and off duty, can favorably or adversely influence public perception of Southwest. Your conduct and appearance should be such that they never discredit you or Southwest Airlines.” Over the past few years, we have seen an increase in discipline issued by Management for alleged Flight Attendants’ behavior on overnights,

or via social media based on the Management’s position that there is a broad reach of these policies...specifically, when Management claims the behavior had a nexus to work which discredits Southwest Airlines. Of course the Union may not necessarily agree with this action.

What continues to be interesting in listening to these panels of distinguished Arbitrators discuss these topics is the wide variance in opinions.

**The panels I listened to at this conference varied in the weight they gave to “Management’s right to manage,” with regard to what she/he considered a nexus to work.**

One Arbitrator upheld a termination because an Employee got into a fight with another Employee outside of work because it was *about work*, while another Arbitrator on the panel did not uphold the discharge because it happened outside of work. In another hypothetical case scenario, a couple of Arbitrators upheld a termination for sharing certain information via social media, while two others did not because they felt Management could not prove the Employee did it with certainty. All Arbitrators had compelling arguments on why they ruled the way they did. The reason I mention these cases is it shows the wide range of opinions of the neutral third parties that make the final and binding decision on discipline cases. Even though the Arbitrators did have a difference of opinion on discipline based on a nexus to work, they did agree on two issues surrounding this topic: behavior with a strong nexus to work may result in discipline, and the new and emerging social media platforms is the “Wild West” of what does or does not constitute a nexus to work. Our Union has strong positions on these issues as well.

### NEXUS

[nek-suh s]

noun, plural nexuses, nexus.

1. a means of connection; tie; link.
2. a connected series or group.
3. the core or center, as of a matter or situation.

**As one of the Co-Chairpersons of our Grievance Team, I have seen an increase in Southwest Airlines Management issuing discipline because they feel they can draw that strong nexus.**

Management issues discipline (which tends to be serious, such as termination or 30-day suspensions) on alleged overnight behavior they argue reflects negatively on Southwest Airlines, especially if a hotel is involved. This past year alone there have been five terminations for behavior on an overnight. Management's argument has been the hotel is a client of theirs, therefore that is what they consider to be the nexus to work. The Union then has the right to argue against this nexus to work.

**Social media infractions have also been an area we've seen an increase in Management issuing discipline.**

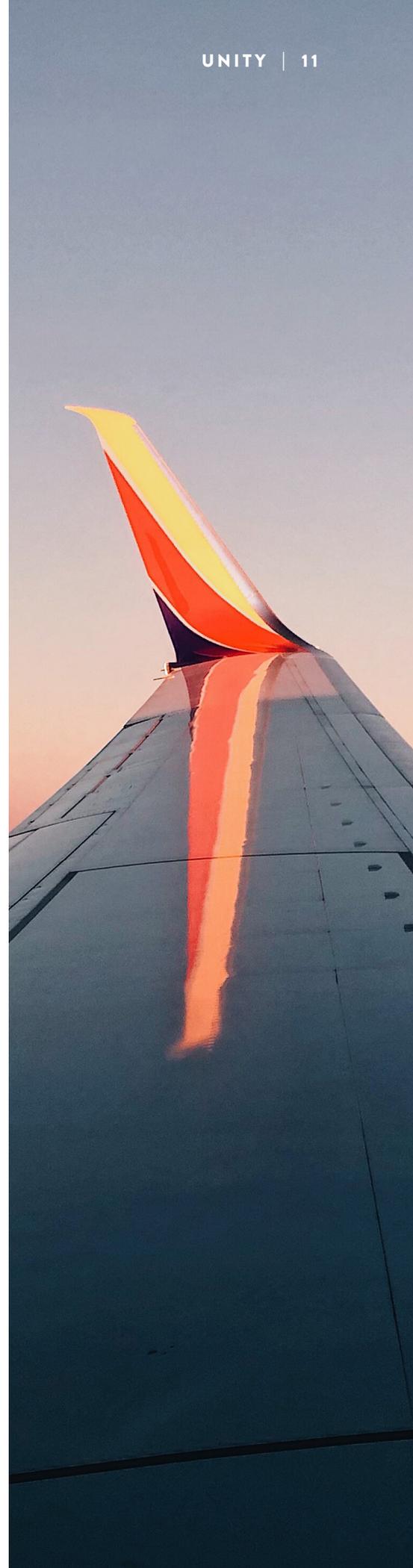
Southwest Airlines Management has issued some terminations and 30-day suspensions. Social media has become such an integral part of many people's lives. People use it to share information about, and with, family and friends, discuss current topics, and stay connected to the pulse of politics and even work. As a "disconnected" workgroup (we do not work in a typical office environment), Crews often partake in groups to discuss work, etc. Southwest's Social Media Policy tries to cast a broad net. Social media is such that once someone puts something out there digitally, she/he cannot take it back. The entire area of nexus and private social media use is a hot topic with Arbitrators.

At the end of the day, as your Grievance Team, we want to keep you informed of the type of discipline Management is issuing, and the positions our Union (and other Unions) take when defending cases related to a nexus to work. While we cannot stop Management from making these initial decisions on discipline, we can work to ensure proper analysis on the topic. Working on the Grievance Team can be very rewarding, but at the end of the day we always joke the perfect day would be one where no one needs to call for our assistance.

**On behalf of the entire TWU Local 556 Grievance Team, we wish everyone a Happy and Healthy 2018.**



Brandon Hillhouse is a Dallas-based Flight Attendant and serves as a Co-Chairperson of the TWU Local 556 Grievance Committee.  
[bhillhouse@twu556.org](mailto:bhillhouse@twu556.org)



THE BASICS OF

# DUTY & REST

Happy New Year Sisters and Brothers. With this New Year, let's take a little time to go back to the basics of our contractual rules regarding duty and rest. But first, let's define some important terms.

**SCHEDULED:** Crew Planning builds all our pairings that are placed in the bid packets. These pairings must conform to the 10:30 hours duty period limitation and the 11:00 hours rest period.

**RESCHEDULED:** Crew Scheduling can reschedule a Lineholder up to a 12:30 hours duty period and no lower than an 8:00 hours reduced rest period. Reserves can be assigned a duty period up to 12:30 hours (this time must include any time sitting Airport Standby) and no lower than an 8:00 hours reduced rest period.

**DUTY PERIOD INTO AN OUTSTATION:**  
Begins at check-in and ends at block-in.

**DUTY PERIOD INTO DOMICILE:**  
Begins at check-in and ends at debrief.

**REST PERIOD INTO AN OUTSTATION:**  
Begins at block-in and ends at block-out.

**REST PERIOD INTO DOMICILE:**  
Begins at block-in and ends at check-in.

Let's take a look at a pairing built by Crew Planning. Our trip sheets also indicate FAR duty and rest periods because our Contractual duty and rest periods are calculated differently than FAR duty and rest periods.

Herb Time <- Click to toggle. ->													Totals					
Date	Flight	Depart	Arrive	Eq	Pax	Position	I	L	Block	Ground	Meal	Wrk Codes	Block	Duty	Credit	Overfly		
		<b>Rpt 1345</b>																
03 Jan	1561	LAS 1445	MCI 1725	800	175				240	50	S				320			
03 Jan	1561	MCI 1815	TPA 2045	800	148				230	1145	S				300			
		<b>Rls 2115</b>																
TPA:1045		Hotel: Tampa Marriott Airport #1-813-879-5151 Trans: Hotel Shuttle																
		<b>Rpt 0800</b>																
04 Jan	164	TPA 0830	FLL 0930	700	100				100	210					110			
04 Jan	481	FLL 1140	SJU 1415	800	179				235	50	S				300			
04 Jan	5672	SJU 1505	TPA 1815	800	142			N	310	1110	S				370			
		<b>Rls 1845</b>																
TPA:1010		Hotel: Tampa Marriott Airport #1-813-879-5151 Trans: Hotel Shuttle																
		<b>Rpt 0455</b>																
05 Jan	411	TPA 0525	BUF 0800	800	161				235	50	S				300			
05 Jan	411	BUF 0850	LAS 1355	800	174				505	0	SP				600			
		<b>Rls 1425</b>																
															740	930	900	

**WE WILL BEGIN WITH THE DUTY PERIODS ON THIS TRIP.**

In the "Duty" column on the far right, the times noted are FAR duty periods (which are ALWAYS calculated check-in to debrief). On Days 1 and 2 of this pairing, the 30-minute debrief must be subtracted to achieve the contractual duty periods. So Day 1 is 7:00 and Day 2 is 10:15. The FAR and Contractual duty period for Day 3 is the same because they are both calculated from check-in to debrief. Although at first glance, Day 2 looks like it exceeded the 10:30 originally scheduled limitation, but after subtracting the 30-minute debrief, all three duty periods fall within the Contractual requirements.

**NOW LET'S TAKE A LOOK AT THE REST PERIODS ON THIS TRIP.**

In the "Ground" column towards the middle of the trip sheet, this number indicates the contractual rest period, which is calculated from block-in to block-out. Trips originally created by Crew Planning must have 11:00 hours block to block. Day 1 has a rest period of 11:45 and Day 2 is 11:10.

On the left hand side next to the RON city, is the FAR rest period. FAR rest is always calculated from debrief to check-in. This number cannot go below 8:00. Anything below 8:00 is FAR ILLEGAL (the exception to this rule is when a Flight Attendant is stranded or on an unscheduled RON and she/he is deadheading back to domicile).

**LET'S TAKE A LOOK AT AN ORIGINAL TRIP THAT HAS BEEN AFFECTED BY DELAYS.**

The duty period on Day 1 exceeded both the contractual limitation of 12:30 and the FAR limitation of 14:00. How is that possible? This Crew started out their day within the contractual limitations. Scheduling cannot reschedule any Flight Attendant to exceed a 12:30 duty period. You may have heard the phrase “legal to start, legal to finish” from another Flight Attendant or a Crew Scheduler. If your day starts out legal, and is not changed, you are legal to complete it.

Herb Time <- Click to toggle. ->													Totals				
Date	Flight	Depart	Arrive	Eq	Pax	Position	I	L	Block	Ground	Meal	Wrk Codes	Block	Duty	Credit	Overfly	
<b>Rpt 1135</b>																	
05 Nov	2026	MDW 1332	BNA 1445	700	143				113	539					150		
05 Nov	4777	BNA 2024	FLL 2221	700	133				157	33				250			
05 Nov	4777	FLL 2254	EWR 0133	700	102				239	1250	S			330			
<b>Rls 0203</b>														549	1428	1071 D	
EWR:1107 Hotel: Renaissance EWR Airport #1-908-436-4600 Trans: Hotel Shuttle																	
<b>Rpt 1310</b>																	
06 Nov	6237	EWR 1423	AUS 1818	800	174				355	52	S			510			
06 Nov	1736	AUS 1910	BNA 2101	800	156				151	104				230			
06 Nov	1736	BNA 2205	MKE 2333	800	173				128	1523				200			
<b>Rls 0003</b>													714	1053	940		
MKE:1427 Hotel: Hilton Milwaukee City Center #1-414-271-7250 Trans: Hotel Shuttle																	
<b>Rpt 1430</b>																	
07 Nov	6994	MKE 1456	FLL 1741	700	134				245	112	S			370			
07 Nov	6994	FLL 1853	TPA 1949	700	120				56	38				110			
07 Nov	DH 4211	TPA 2027	MDW 2301	700	95				0	0	S			300			
<b>Rls 2331</b>													341	901	780		

When extended days and short rest occurs, there are contractual provisions to provide additional compensation. In the above trip, the Crew received double time (2.0) for the flight that took them over 12:00 (FLL-EWR). This compensation occurs for both Lineholders and Reserves.

Herb Time <- Click to toggle. ->													Totals				
Date	Flight	Depart	Arrive	Eq	Pax	Position	I	L	Block	Ground	Meal	Wrk Codes	Block	Duty	Credit	Overfly	
<b>Rpt 1200</b>																	
12 Sep	DM 5400	DEN 1309	BWI 1626	800	175				0	114	S			410			
12 Sep	1915	BWI 1740	BOS 1912	800	116				132	45				170			
12 Sep	1915	BOS 1957	MDW 2221	800	101				224	941	S			310			
<b>Rls 2251</b>														356	1051	890 Q	
MDW:859																	
<b>Rpt 0750</b>																	
13 Sep	DM 1620	MDW 0802	BWI 0942	800	156				0	113				210			
13 Sep	503	BWI 1055	ATL 1246	800	138				151	1609				220			
<b>Rls 1316</b>													151	526	430 Q		
ATL:1514 Hotel: Atlanta Airport Marriott #1-404-766-7900 Trans: Hotel Shuttle																	
<b>Rpt 0430</b>																	
14 Sep	154	ATL 0455	LGA 0650	800	109				155	109				250			
14 Sep	154	LGA 0759	DEN 1234	800	168				435	0	SP			540		30	
<b>Rls 1304</b>													630	834	790	30	

**LET'S LOOK AT A TRIP WITH SHORT REST.**

In this trip, the Flight Attendant received less than 9:30 minutes rest (block to check-in). When a Flight Attendant experiences this short rest, double time (2.0) is paid for all trips flown until she/he receives contractually legal rest. For FAR purposes, she/he must have FAR Compensatory Rest of 10:00 hours following the night of reduced rest.

Although we've only touched on the basics of Article 8-Hours of Service, please refer to our Collective Bargaining Agreement for the complete language.

With negotiations beginning at the end of this year, let us all make a resolution to become more familiar with our Contractual rules. Our Membership has multiple resources to help understand those rules: the TWU Local 556 Website and Official Facebook Group, the TWU 556 App (for both Apple and Android) and the Office Staff are all available to answer and assist.

Be empowered and learn the rules that affect your daily work life.



Amanda Gauger is a Las Vegas-based Flight Attendant and serves as the Chairperson of the TWU Local 556 Education Committee. [agauger@twu556.org](mailto:agauger@twu556.org)

# 2018

# EXECUTIVE BOARD ELECTION

**MEMBERS, WELCOME TO 2018, AND WITH THE NEW YEAR, A NEW EXECUTIVE BOARD IS TO BE VOTED IN.**

The Board of Election (BOE) has sent out, and posted, reminders to confirm/update your address with Southwest Airlines. Management is responsible for maintaining address files for our Membership, and they share this information with the Union so the BOE can mail you a ballot.

In that same communication, we explained the reasoning behind the move to paper ballots. I want to state again this was not a choice the BOE wanted to make. At this time, it is not possible to run an electronic election that will withstand a challenge from the U.S. Department of Labor, based on a court case won against the Flight Attendants at American Airlines. I am sorry this is the case, because electronic balloting is much more “Member friendly,” and paper balloting requires more of your personal time and attention.

With that said, please be on the lookout for an envelope that looks something like this:



Your ballot, double window envelope, and solid Secret Ballot envelope will be enclosed. Follow the instructions closely and get your ballot back ASAP. The BOE has extended the election timeframe to account for the difference of ballot type and mail delivery speeds.

**BALLOTS WILL BE COLLECTED FROM THE POST OFFICE ON MARCH 12, 2018, AT NOON CENTRAL, FOR COUNTING.**

## ESCP: AN INVESTIGATION

Our TWU Local 556 Emergency Sick Call Procedure (ESCP) Committee began meeting with Southwest Airlines Management in July 2017, after an increase in the procedures being implemented. Our Union wanted to know if we had adequate staffing levels, appropriate Reserve utilization, and whether or not Management was implementing ESCP within the intent of the language defined in the Arbitration award. This Arbitration award, which ruled in Management's favor in 1998, allows them to implement ESCP when they feel the operation is in jeopardy due to sick call levels.

Management maintains they have been implementing ESCP correctly, and if they hadn't, both the operation and Lineholders would have suffered. They provided an abundance of information supporting their position; our Committee asked for the raw data to perform our own review.

### WE SPENT SEVERAL MONTHS REVIEWING THE DATA. SOME TAKEAWAYS INCLUDE:

- The number of Flight Attendants per aircraft increased heavily in 2015 and was consistent

during the last two years, even with additional "D" Flight Attendants needed on the 737-800.

- Reserve utilization was consistent with past practice.
- Commuting Flight Attendants maintain a slightly higher volume of sick calls.
- ESCP were implemented inconsistently, meaning there were a variety of reasons why ESCP was implemented. For example: ESCP was implemented on a day with 900 Sick Duty Periods, but not many Flight Attendants picking up VJA. However, on a day with over 1,000 Sick Duty Periods, and Flight Attendants having a large appetite for VJA, ESCP was avoided.

With those takeaways in mind, we discussed ways to reduce the frequency of ESCP, as well as ways to ensure that Management was implementing them properly.

Our Grievance Team assisted us in a thorough review of the Arbitration decision that gives Management the right to implement ESCP when warranted. We researched past Arbitration decisions, and discussed possible outcomes

should this issue be taken back to Arbitration. However, you can't just re-arbitrate something because you don't like the decision; the decision of the Arbitrator is binding. The biggest risk of this ending up in Arbitration again is an Arbitrator potentially awarding Management even more latitude and more harmful language for Flight Attendants.

Our ESCP Committee is made up of line-flying Flight Attendants and we understand the fear these procedures create around calling in sick, when we should be focusing on recovering from our illness. Our Executive Board and our ESCP Committee continue our efforts to ensure that ESCP are only implemented when warranted.

### PLEASE CONTACT ME WITH ANY QUESTIONS AT HKELLY-GRAY@TWU556.ORG

Heather Kelly-Gray is an Oakland-based Flight Attendant and serves as a TWU Local 556 Executive Board Member at Large.

## WHAT'S IN YOUR PERSONNEL FILE?

Happy New Year to my fellow Sisters and Brothers! When a new year begins, it's an opportunity to reflect on the past and look forward to the future. A lot of change happened in 2017 within both Southwest Airlines and our Union and 2018 will be no different. For some, change can be exciting and bring hope while others may be hesitant to change. No matter which category you fall into, change is inevitable and it's important that we adapt and understand how change may affect us as individuals and as a workgroup.

In ringing in the New Year, we saw new Work Rules and Expectations go into effect. We advised that Flight Attendants should request a copy of their Personnel File per Article 24.4 in our Contract. The reason it's important to know what's in your file and purge as necessary is because there could be something in there that could influence Management's decision when determining discipline.

I saw firsthand how a notation in a Flight Attendant's file from almost thirteen years ago

played a part in their termination. The Flight Attendant was terminated for violating 3.0.0 in our Work Rules and Expectations. The Grievance went all the way to Arbitration. During the proceedings, Management attempted to bring up an incident that occurred and had been noted in the Employee's personnel file back in 2004. Our Union objected because the incident was outside the eighteen-month contractual timeframe. During testimony, our Union was able to get on the record that the incident, which should not have even been taken into account, did ultimately influence the Inflight Manager's decision to terminate the Flight Attendant.

The lesson we can all learn from this situation is that we should know what is in our file and periodically purge our file.

### ARTICLE 19.3.I

*All letters of discipline and documents referencing or relating to performance and/or conduct (including supporting documentation), will be null and void after eighteen (18) months of active status following*

*the date of issuance or creation, and at the request of the Flight Attendant will be removed from the Flight Attendants personnel file.*

**PLEASE CONSIDER STARTING THE NEW YEAR OFF BY KNOWING WHAT IS IN YOUR PERSONNEL FILE. AS ALWAYS, IF YOU ARE FACED WITH DISCIPLINE PLEASE CONTACT THE UNION OFFICE SO THAT WE MAY ASSIST YOU.**



Sam Wilkins is an Oakland-based Flight Attendant and a TWU Local 556 Executive Board Member at Large.



## The TWU Local 556 and its Civil and Human Rights Committee honor the achievements of Black Americans, including our wonderful Flight Attendants.



“It was the labor movement that helped secure so much of what we take for granted today. The 40-hour work week, the minimum wage, family leave, health insurance, Social Security, Medicare, retirement plans. The cornerstones of the middle-class security all bear the union label.”

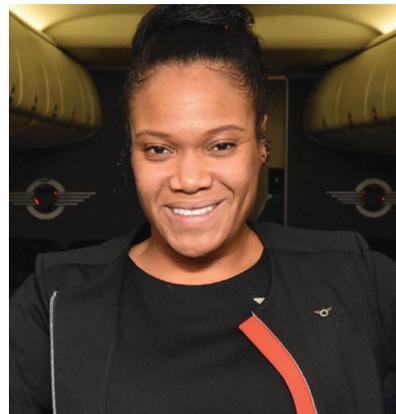
– Barack Obama

“The essence of trade unionism is social uplift. The labor movement has been the haven for the dispossessed, the despised, the neglected, the downtrodden, the poor.”

– A. Philip Randolph, Founder of the Brotherhood of Sleeping Car Porters

“Let us be enraged about injustice, but let us not be destroyed by it.”

– Bayard Rustin



“The labor movement did not diminish the strength of the nation but enlarged it. By raising the living standards of millions, labor miraculously created a market for industry and lifted the whole nation to undreamed of levels of production. Those who attack labor forget these simple truths, but history remembers them.”

– Rev. Martin Luther King, Jr.

“The labor movement was the principal force that transformed misery and despair into hope and progress.”

– Rev. Martin Luther King Jr.

