



The Union of  
Southwest Airlines Flight Attendants  
**TWU LOCAL 556**

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# NOVEMBER 2020 COMMITTEE REPORTS

<b>Report From:</b>	<b>CHRC</b>
<b>Submitted Report:</b>	
<p>Pamila attended a conference call with Board Member at Large Chantil Huskey and President Lyn Montgomery to discuss the new EB campaign on Diversity and Inclusion. Pamila received the first sample of the BLM Union pin. CHRC would like to thank Oakland Shop Steward Janell Torres for writing an article for Unity Magazine celebrating National Hispanic Heritage Month. Pamila continues to have discussions with Management in regards to mandatory Diversity and Inclusion Training for TWU Local 556 Members.</p>	

Report From:		CISM
Submitted Report:		
Aircraft Incident	1	
Calls Related to Death of FA	5	
Carryover	1	
COVID-19	1	
Debriefing - Team Member	3	
Employee Death*	1	
FA Death**	4	
FA Death of Family Member	3	
FA Illness	4	
FA Injury	1	
Illness of Family Member/Care giver	2	
Mechanical	1	
Natural Disaster	1	
Passenger Medical	10	
Passenger Misconduct	3	
Personal Issue	12	
Professional Standard Referral	1	
Suicide Attempt of a Family Member	1	

Suicide - FA***	1
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Suicide of a Family Member	4
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Turbulence	2
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Weapon Found On Aircraft	1
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TOTAL	63
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Eileen Rodriguez  
SWA / TWU 556 Chairperson

<b>Report From:</b>	<b>COPE</b>
<b>Submitted Report:</b>	
<p><b>Committee on Political Education Report – October 2020</b></p> <p>The COPE Committee has focused on promoting Voter Registration Education and CARES Act/Payroll Support Program extension. We have sent out several communications to the members in October. We have worked throughout the month to stay informed by TWU International with the changing atmosphere around Coronavirus Relief Bill and Payroll Support Program.</p> <p>To date the U.S. Senate is scheduled to return to Washington D.C. on November 9, there has been reports that Senate Leader Mitch McConnell said Coronavirus relief might not come until 2021.</p> <p>TWU 556 COPE Committee will continue to push for Members to contact their Congressional Representatives, we will also coordinate with TWU International for the latest updates and need for a day of action.</p> <p><b>TWU State Conferences that TWU 556 Chair and Co-Chair and Participated in for the month of October:</b></p> <ul style="list-style-type: none"> <li>• California</li> <li>• Florida</li> <li>• District of Columbia/Maryland/Virginia</li> <li>• Nevada/Colorado</li> <li>• Ohio</li> <li>• Texas</li> </ul> <p><b>Communication sent to the members:</b></p> <ul style="list-style-type: none"> <li>• PSP Call to Action – It is Not Too Late – 10/1</li> <li>• Unity Magazine Article (Voter Education) - 10/14</li> </ul> <p><b>2020 Campaign:</b></p> <ul style="list-style-type: none"> <li>• TWU 556 Members participated in phone banking for the Biden/Harris campaign every Thursday in October. <ul style="list-style-type: none"> <li>○ Special Thanks <ul style="list-style-type: none"> <li>▪ LaTonia Paul-Benoit</li> <li>▪ Renda Marsh</li> <li>▪ Pamila Forte-Oak</li> <li>▪ John Williams</li> <li>▪ O'sha Stegall</li> </ul> </li> </ul> </li> </ul>	

- Thom McDaniel
- Damion West
- Mail out requested Biden/Harris material until supply was depleted.

Report From:	Education
Submitted Report:	
<p>Amanda continues to add and remove members to/from the Official TWU Local 556 Facebook Group, ensuring the Members of the Group are Southwest Flight Attendants. The Official Group has 8,193 Members.</p> <p>Amanda sent e-mails regarding the EBS issues, Covid-19 pulls, and Article 18: Furloughs Contract 101. She finalized The Basics of Negotiations with all requested edits and submitted it to Negotiating Committee Member Denny Selecta.</p> <p>The Education Committee is working on an education piece regarding Advanced Notice DRT, as well as additional Contract 101s.</p>	

<b>Report From:</b>	<b>FADAP</b>
<b>Submitted Report:</b>	
<p>Natalie was on vacation Oct. 6-17</p> <p>Natalie and Tom continued to attend the weekly crew assistance meetings.</p> <p>Natalie and Tom attended the Town Hall Meeting Oct. 20</p> <p>Natalie attended the Town Hall Meeting Oct 26</p> <p>Natalie attended the Union WebEx meeting on Oct 26</p> <p>Natalie attended a zoom meeting with The Right Step treatment facility Oct 29</p> <p>Tom summited letter for second chance agreement to Union for editing and looking over.</p>	

Report From:	Grievance
Submitted Report:	
<p style="text-align: center;"><i>November 2020 Grievance Report</i></p> <p><b><u>TOTAL NUMBER OF GRIEVANCES:</u></b></p> <p><b><i>228 total grievances:</i></b></p> <p><i>22 terminations</i>  <i>33 group grievances</i>  <i>45 non-term disciplinary</i>  <i>72 Attendance</i>  <i>56 individual contract</i></p> <p><i>Total Contract Grievances on file: 89</i>  <i>Total Discipline Grievances on file: 139</i></p> <p><b><u>Settled and Withdrawn Report:</u></b></p> <p>Twenty-three grievances were settled; of those four were settled at the Step 2 level, twelve while preparing for Executive Board review, two at the SWA Preliminary decision stage, and five at a grievance meeting. Sixteen grievances were withdrawn without prejudice.</p> <p>Of the seventy-two Attendance grievances, thirty-one are No-Shows, five Unable to Contact, sixteen Failure to Report, nine Sick Leave 1, one SLA, one Sick Leave Training, one MBL, and eight No-Show Training.</p> <p>The forty-five non-term disciplinary grievances consist of: twenty-three written warnings, one final written warning, sixteen thirty-day suspensions, one fifteen-day suspension, three three-day suspensions, and one under the “other” category.</p> <p><b><u>Fact-Finding Meetings:</u></b></p> <p>Twenty-five fact-finding meetings were held in the bases, in October 2020.</p> <p><b><u>Chat Apps</u></b></p> <p>596 chat app messages received the month of October.</p> <p><b><u>Board of Adjustments:</u></b></p> <p><i>FA: Settled</i>  <i>FA: Settled</i>  <i>FA: Settled</i></p> <p><b><u>Arbitration Schedule:</u></b></p>	



FA-Day one held 11.12.19. Day two held 2.14.20. Day three 7.21.20. *Briefs submitted.*

FA-July 28, 2020 arbitration. Arbitration held. ***Union Award.***

Group Grievance- September 29-30, 2020 arbitration. *Briefs being submitted*

FA-November 5, 2020 ***Settled.***

FA-November 20, 2020 ***Settled.***

FA-December 9, 2020 arbitration.

FA-December 22, 2020 arbitration.

**Arbitration-Proceeding on Their Own:**

Flight Attendant released Transport Workers Union Local 556 of representation but has not slated either of her two thirty-day suspension grievances for arbitration.

Flight Attendant released TWU Local 556 and is proceeding on his own regarding his thirty-day suspension for a Social Media Policy infraction.

Flight Attendant released TWU Local 556 and is proceeding on his own to arbitration for a Written Warning: Class 2.10 Unprofessional Conduct.

Flight Attendant released TWU Local 556 and is proceeding on her own to arbitration for an FTR.

Flight Attendant released TWU Local 556 and is proceeding on his own to a BOA for Termination: 3.0.0.

Flight Attendant released TWU Local 556 and is proceeding on her own to arbitration for Termination: Pos. Alcohol/Drug Test. *Arbitration Cancelled. Waiting for Company update.*

Flight Attendant released TWU Local 556 and is proceeding on her own to a BOA for Termination: Dishonesty.

**Upcoming Grievance Meeting:** The Union and Management have a video-conference call scheduled November 19, 2020.

Report From:	Health
Submitted Report:	
<p><b>Health Report November Executive Board Meeting</b></p> <hr/> <p><b><u>ASAP</u></b></p> <p>We have reviewed 13,149 ASAP reports for the life of the program, with 1054 reports to date for 2020. In 2020 we accepted 1028 reports and excluded 105.</p> <p>Southwest has a 4<sup>th</sup> FAA CSI as of September 2020, with this addition, we will have a new alternate FAA representative on the Event Review Committee.</p> <p><b><u>Health/Safety Updates</u></b></p> <ul style="list-style-type: none"> <li>• We have had discussions with Management regarding the selling of middle seats at the height of the second wave of COVID. We brought our concerns regarding the Flight Attendants having no social distancing parameters on the jumpseat and explained this was a huge concern and felt that this would cause an increase in crew to crew exposure, which is already on the rise with the middle seats empty. No resolution was gained but we will continue to voice our concerns.</li> <li>• Provisioning will begin stocking the aircraft with gloves of different sizing. They still have not procured a shipment of medical grade gloves for Flight Attendants.</li> <li>• The testing of the new cleaning products has gone well and the process is still in a system assessment on if the new product will be used in addition to the current cleaning process. This would be for overnight cleaning only as there is a concern of a lingering smell if used during Turn Clean operations.</li> <li>• Mask compliance and the Southwest Promise continues to be discussed. There is still a lot of noncompliance from passengers as well as from the Pilot group. There have been several instances where the Pilots have had Flight Attendants removed due to CRM issues when they are being questioned about why they weren't wearing their masks.</li> <li>• Graphical data on OSHA and Non-OSHA recordable is available in the Safety Team Report; injury rate and severity is down.</li> </ul>	

- The temperature screenings in DAL did not have the effects Management wanted. Surveys were sent to passengers regarding items they felt made them feel safer and this was not one of the commonalities. With this information, they most likely will not continue to push the TSA to perform this system wide.

#### **Hot Aircraft Reporting – 10/26 – 11/1/20**

**There were 0 Inflight Hot Aircraft forms submitted**

#### **Event Notification System**

- We continue to receive and act on Event Notification System (ENS) emails.
  - 2020 YTD – 2469
  - 2019                4261
  - 2018                2462
  - 2017                2371
  - 2016                2887
  - 2015                2843
  - 2014                2119
  - 2013                1138\*
  - 2011                1609
  - 2010                1413
  - *\*ENS tracking and trending was suspended May 2012 – June 2013*

#### **Covid-19**

The COVID taskforce traffic has increased quite a bit due to the exposure rates increasing. This is from crew to crew exposure as well as exposure outside of work. There are many questions regarding correct procedures as Management has been inconsistent with the information they are giving.

#### **Upcoming Meetings:**

**ASAP ERC: Weekly Meetings with a day of preparation and follow-up (conference calls)**

**ASAP: Quarterly Meeting – (conference call)**

**HASC - monthly meeting**

**Health and Safety Round-Up – Weekly conference calls with Steve Murtoff, Tom Raffalski and Dominick Rivera**

**BETA Testing RT requalification training**

**Quarterly ASAP Meeting**

<b>Report From:</b>	<b>LODO</b>
<b>Submitted Report:</b>	
The LODO Committee has nothing to report.	

<b>Report From:</b>	<b>MOBORG</b>
<b>Submitted Report:</b>	
<p>Due to the concessionary demands made by Gary Kelly, the MOBORG Committee restructured its plan to host a Union Member webinar titled " How to be a Union Member?". The team is always available to assist the Negotiating Team and will work with other committees upon request. Currently, MOBORG is working with the CHRC committee to implement the Executive Board's campaign to promote an end to racial injustice and inequality in our workplace.</p>	

<b>Report From:</b>	<b>Negotiating Committee (NT)</b>
<b>Submitted Report:</b>	
<p>The Executive Board was verbally updated on the current events related to Management's request for concessions. The Negotiating Committee provided the Executive Board with the TWU Local 556 Executive Board Tool Kit with updates and relevant information.</p>	

Report From:		Professional Standards	
Submitted Report:			
<p align="center"><b>Professional Standards Activity Report For October 2020</b></p>			
Company Policy		3	
CRM		4	
F.A.R.		2	
I.R. Filed		2	
Pilot Issue		2	
Unprofessional Behavior		3	
Withdrawn		5	
Total		21	
Positive Resolution		11	
Negative Resolution		2	
Unresolved		8	
Case Work Team Hours		23.5	
<p><b>*Unresolved includes case categories: I.R. Filed, Not Taken, Withdrawn and cases where all parties could not be reached or did not return the committee member's call.</b></p>			
Base Information			
BWI	2		
DAL	1		

<b>DEN</b>	<b>3</b>
<b>HOU</b>	<b>1</b>
<b>LAX</b>	<b>1</b>
<b>MCO</b>	<b>1</b>
<b>MDW</b>	<b>9</b>
<b>OAK</b>	<b>3</b>

<b>Report From:</b>	<b>Safety</b>																
<b>Submitted Report:</b>																	
<p style="text-align: center;"><b>Safety Team Report</b></p> <p style="text-align: center;">Michael Massoni – Operational Safety Chairperson</p> <p style="text-align: center;"><i>...The mission of the Unions Safety Team is to provide Union Leadership in all issues of health &amp; safety; Technical Counsel to the TWU Executive Board; Representation to our Membership; Stewardship within our Company, Industry, its regulatory bodies and most importantly, facilitate Effective Communications between all...</i></p> <p>To: TWU Local 556 Executive Board  CC: Thom McDaniel  Date: November 7, 2020  Re: November 2020 EB Safety Team Report</p> <p><b>Currently the Safety Team has the following open and/or resolved action items:</b></p> <p><b>Aviation Safety Action Program (ASAP) – Reports in queue for ERC Review - 16</b></p> <table> <tr> <td>ASAP Reports received 2020 Year-to-Date:</td> <td>1154</td> </tr> <tr> <td>Accepted Reports Year-to-Date:</td> <td>1028</td> </tr> <tr> <td>Excluded Reports to date:</td> <td>105</td> </tr> <tr> <td>Open Reports:</td> <td>21</td> </tr> <tr> <td>Total Reports Received in 2019</td> <td>2880</td> </tr> <tr> <td>Total Reports Received in 2018:</td> <td>1716</td> </tr> <tr> <td>Total Reports Received in 2017</td> <td>947</td> </tr> <tr> <td>Total Reports Received over the Life of Program</td> <td>13,149</td> </tr> </table> <p><b>Southwest Airlines Event Notification System (ENS)</b></p> <p>Fielded Events for Period: 10/9/20 through 11/7/20 = 229  Emergencies Declared for Period = 7</p> <p>2020 Year-to-Date = 2698  All of 2019 = 4261  All of 2018 = 2462  All of 2017 = 2371  All of 2016 = 2887  All of 2015 = 2843  All of 2014 = 2119  All of 2013 = 1138*</p>		ASAP Reports received 2020 Year-to-Date:	1154	Accepted Reports Year-to-Date:	1028	Excluded Reports to date:	105	Open Reports:	21	Total Reports Received in 2019	2880	Total Reports Received in 2018:	1716	Total Reports Received in 2017	947	Total Reports Received over the Life of Program	13,149
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Total Reports Received over the Life of Program	13,149																

All of 2011 = 1609  
All of 2010 = 1413  
All of 2009 = 1210

\*ENS tracking and trending was suspended for the period of May 2012 – June 24th, 2013 – However ENS follow-up was maintained throughout this period. The Safety Team has re-established the practice of tracking and trending all ENS events and will include the same in all Safety Team Reports

### **Flight Attendant Fatigue Risk Mitigation Program**

Reports Received for Period: 10/9/20 through 11/7/20 = 2

Date of Call	Base	Recommendation	Base Recommendation	Base Final
10-29-2020	LAS	Paid - Operational Cause	Accepts	Paid - Operational Cause
10-26-2020	OAK	Paid - Operational Cause	Accepts	Paid - Operational Cause

Fatigue Reports received 2020 Year-to-Date: 36  
Paid – Operational Causation Year-to-Date: 19  
Non-Paid – Non-Operational Causation Year-to-Date: 7  
Non-Paid – No Crew Member Report Year-to-Date: 2  
No Decision Necessary - Informational Only Year-to-Date: 8

### **SWALife Hot Aircraft Event Reporting**

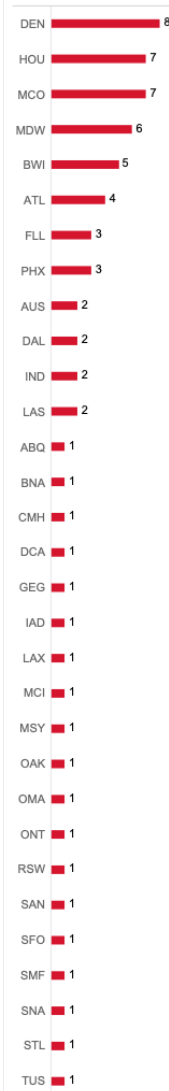
10/9/20 through 11/7/20 = 0  
2020 YTD = 7  
2019/2020 Year-over-Year Comparative: -168 (**95.83% Decrease Year-over-Year**)  
**All of 2019: 317 = 49.884% Decrease Year-over-Year**  
**All of 2018: 460 = 13.9% Increase Year-over-Year**  
**All of 2017: 396 = 34.3% Decrease Year-over-Year**  
**All of 2016: 535 = 32% Decrease Year-over-Year**  
All of 2015 (Benchmark High) = 788

**Latest Hot Aircraft Reporting Overview (Normalized with all other Sources) 26OCT-01NOV20:**



## Hot Aircraft Overview 10.26.2020 - 11.01.2020

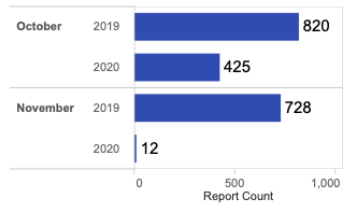
### Hot AC Total by City



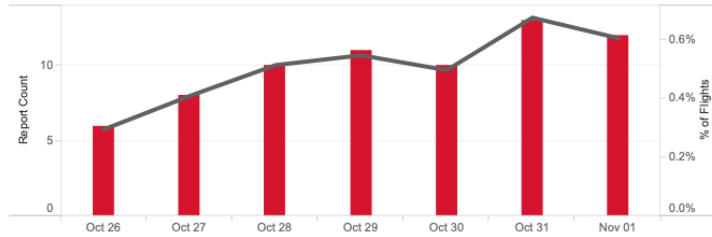
### Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference
	10/19/2020	10/26/2020	
ACARS	84	70	-16.67%
Inflight Form	1		-100.00%
Grand Total	85	70	-17.65%

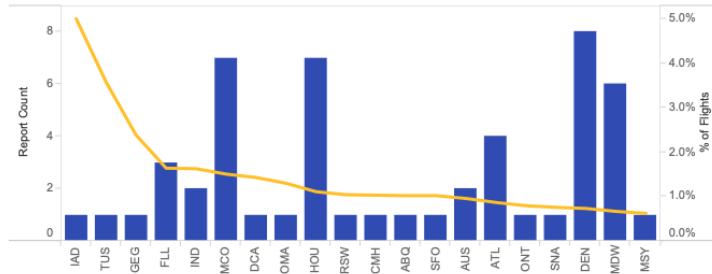
### Year over Year Comparison



### Daily Employee Report Submissions and % of Flights



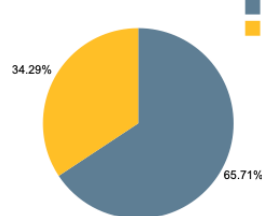
### Stations - Top 20 Based on % of Flights



The percentages for the Top 20 Stations are based on the number of Hot AC Events reported on and the number of flights that departed from each city during the respective week.

### Hot Aircraft by Fleet

Percent of total Hot AC Reports received



Fleet	Hot AC Reports	% of Flights**
700	46	0.58%
800	24	0.42%

\*\*Percent of Hot AC Events to Total Flights per Fleet  
Please note: Fleet not available for every report

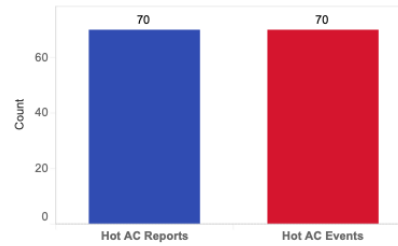
## 'Hot' Aircraft and Gates

Aircraft with four or more reports

Gates with three or more reports

### Reports versus Events

Hot AC Reports are the total number of reports received. Hot AC Events are the unique number of Hot AC occurrences, taking into account multiple reports for the same event.

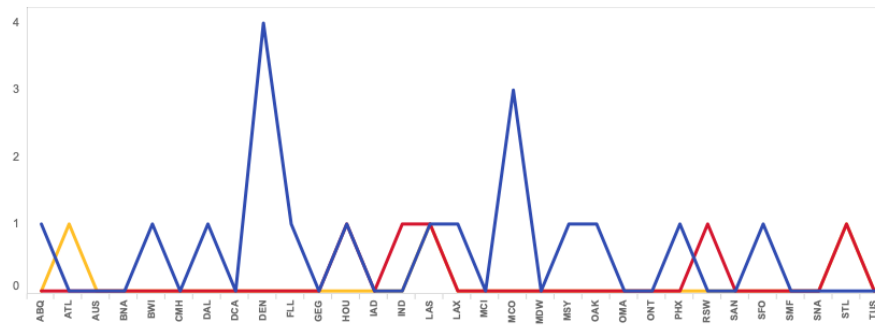


## Ground Operations

As reported by the Pilot Group through ACARS messaging.

- Air Not Connected
- Ops Agent Not Present
- Ramp Agent Not Available

	10/19/2020	10/26/2020
% Air Not Connected	34.52%	25.71%
% Ops Agent Not Present	1.19%	7.14%
% Ramp Agent Not Available	5.95%	4.29%



## Good Job ACARS

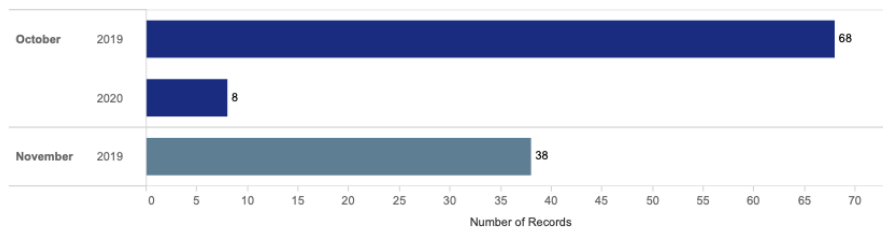
Date	Flight Number	Station	Message
10/28/2020	1884	GEG	GREAT JOB.

If this section is left blank, it is intentional and means there were no "good" messages from the Pilots this week.

#### Pax Complaints by Originating City

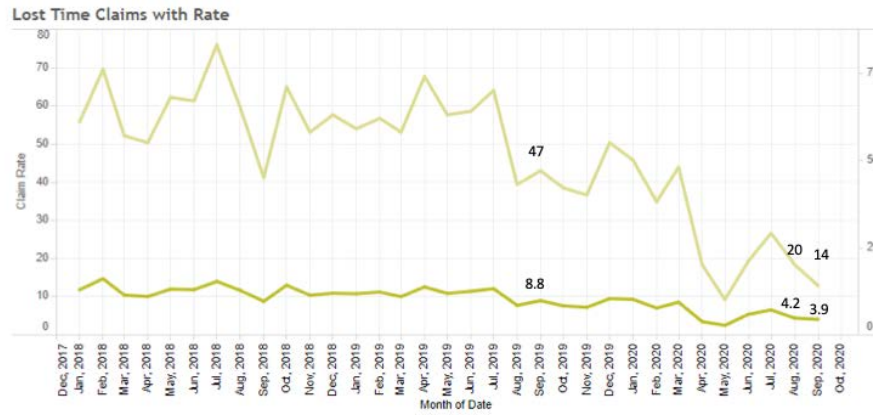
#### Pax Complaints by day

#### Year over Year Customer Complaints

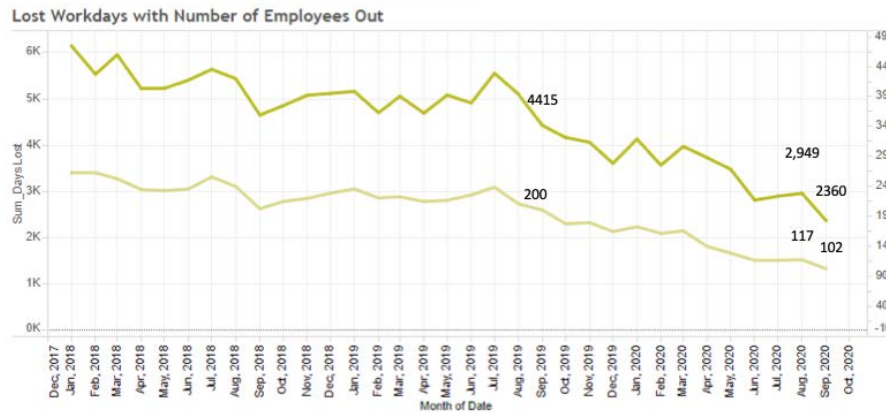


### Current Occupational Injury Data:

# LTCR



# Lost Workdays



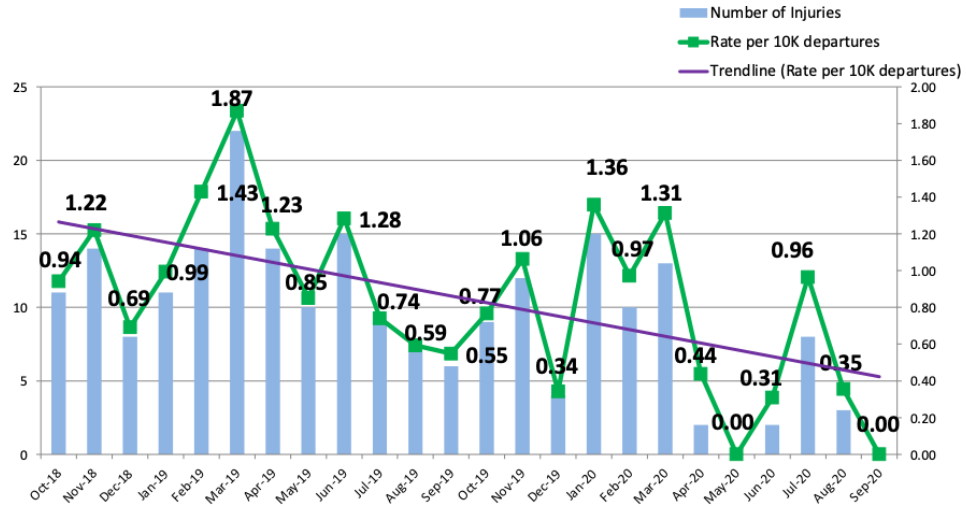
## OSHA Recordable (Inflight)

Cause General	2018	2019	2020
Struck by/Against	487	408	141
Other	246	301	134
Slip/Trip/Fall	308	267	104
Carrying/Lifting	193	162	53
Pushing/Pulling	125	104	40
Weather	59	64	16
Collision	39	47	24
Caught In/Between	46	46	15
Contact with object	39	42	22
Inhalation	31	48	17

## Cause (Inflight-Top 10)

Cause General	2018	2019	2020
Struck by/Against	487	408	131
Other	246	301	128
Slip/Trip/Fall	308	267	96
Carrying/Lifting	193	162	50
Pushing/Pulling	125	104	36
Weather	59	64	15
Collision	39	47	23
Caught In/Between	46	46	13
Contact with object	39	42	19
Inhalation	31	48	16

# Flight Attendant Turbulence Injuries



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SWA-Internal - May be protected from disclosure under 49 U.S.C., Section 40123 & 14 CFR Part 193



## OSHA 300 Log Email Distribution to DEBM's Completed

### Open Discussion Items:

### Flight Attendant Training Enhancements for 2021



## **SWA U & Inflight Ops Flight Attendant Training Enhancements for 2021**

### **Recurrent Training 2021**

- On November 30<sup>th</sup>, FAA Exemption 18512B will expire. This exemption allowed SWA to modify hands-on drills to reduce risks of transmission of COVID-19 in training.
  - Since the time this exemption was issued, SWA U and Inflight Ops have defined and implemented several safety and cleaning procedures to allow Flight Attendants to safely complete drills in normal mode.
  - Beginning December 1<sup>st</sup>, all Recurrent Training (and Requalification Training) will return to completing drills in normal mode while utilizing enhanced cleaning and safety procedures.
- SWA U App will be mandatory for Recurrent Training.
  - The SWA U App is a resource on IEFBs for Flight Attendants to access additional helpful information and activities during Recurrent Training (RT).
  - It was used in RT 2020 as an optional download for Flight Attendants to view the agenda and table-top activity content. It was well received with over 5,600 voluntary downloads by Flight Attendants.
  - In RT 2021, the SWA U app will be a mandatory requirement for Flight Attendants to have on their IEFB when they come to Recurrent Training, as it will be an integral part of the RT 2021 curriculum.
  - The Inflight Mobility team will push the SWA U app to all Flight Attendant IEFBs on 12/2 in preparation for next year's RT classes.
- Distance Learning will undergo some changes.
  - Adding a new module called SMS-Agent to educate all Flight Attendants on the Safety Management System.
  - Ditching and Emergency Equipment modules have been updated with more engaging material and slightly shorter completion times.
  - Replacing the Critical Thinking module with a Normal Ops Common Errors module to focus on trending issues within normal ops.
    - Note, the Fatigue content that was in the Critical Thinking module will stand alone as a 5-7 minute module to meet regulatory requirements.
  - In total, the distance learning modules will still take roughly 7.5 to 8 hours to complete, so Flight Attendants will continue to receive 4 TFP total for completing all the modules.

### **Requalification Training**

- Requal 2021 is going to shift to be a two-part approach:
  - Requal VILT (Virtual Instructor-Led Training)



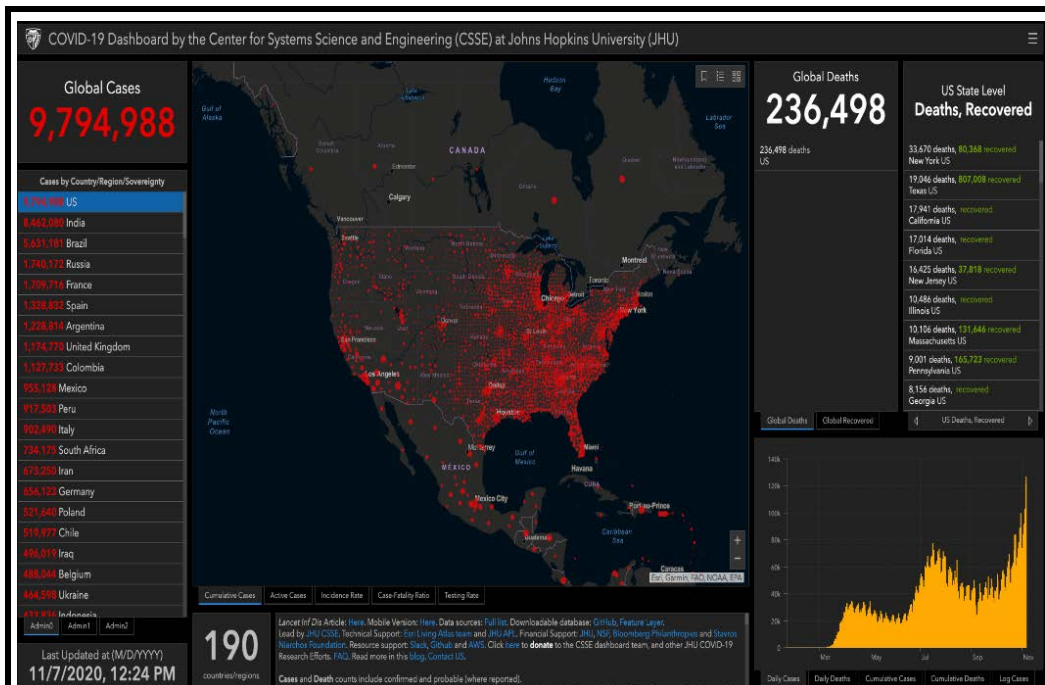
- Flight Attendants will spend up to 2.5 hours in a virtual classroom using their IEFB.
  - Flight Attendants can participate in the class at the designated time from home or anywhere that they can focus with a stable internet connection.
  - Flight Attendants will be expected to have their device camera on during the VILT class.
  - Flight Attendants will need to download the Webex app via Intelligent Hub on their IEFB to join.
  - Flight Attendants will be compensated 4 TFP for the VILT portion of training.
- Requal Hands-On
    - Flight Attendants will complete their hands-on drills for Requal Training for 1.5 hours at their base.
    - Since Flight Attendants will complete this training at their base (in the RT classroom), they will not need to come to Dallas/Headquarters (unless they are a Dallas-based Flight Attendant).
    - Flight Attendants will be compensated 4 TFP for the Hands-on portion of training.

### **Coronavirus Update:**

Current COVID-19 U.S. Stats as of 07NOV20:

Mortality Rate: 2.4%





### Scheduled and Standing Meetings:

November 5, 12, 19, 2020 – Safety and Regulatory/COVID-19 Teleconference with Steve Murtoff, Tom Raffalski and Dominick Renteria

November 5, 2020 – 2021 Re-qualification Beta Testing with SWAU and Inflight Operations

November 24, 2020 – Health and Safety Coordination (HASC) Teleconference with Inflight Safety and Regulatory Compliance

Report From:	Satellite Base
Submitted Report:	
<p>Management canceled the Satellite Base Meeting scheduled for Monday, November 9. The Satellite Base Team will reschedule and provide an update as information becomes available.</p>	

Report From:	Shop Steward
Submitted Report:	
<p><b>November Shop Steward Committee Report 2020_</b></p> <p><u>Newsletter</u></p> <p><b>October</b> Newsletter emailed on 10/30</p> <p>Topics</p> <ul style="list-style-type: none"> <li>• Discipline Fact-Finding Meeting Trends for 3rd quarter July - September</li> </ul> <p><u>Handled various Shop Steward Issues</u></p> <ul style="list-style-type: none"> <li>• Addressed Shop Steward issues</li> </ul>	

Report From:	Survey
Submitted Report:	
<p>VeAnne reports she submitted a 3rd revision of the 2020 Annual Membership Survey. At the request of the Executive Board, this survey focuses solely on COVID-19. Barring any unforeseen issues, it will be sent to the membership later this month.</p>	

Report From:	Uniform
<b>Submitted Report:</b>	
<p>The last week of September Cintas had an ordering system malfunction. Not only was the online ordering down, but the phone ordering system as well. This happened during the time when a lot of Members use their remaining Uniform allotment before it is refreshed for the year. This Committee reached out to Cintas and Management which were aware of the issue and already working to resolve the problem. The outage lasted approximately a week. This Committee feels that Management should have informed the Members of the issue to avoid the ensuing panic in which it created. This Committee was assured by Management that no Member's allotment would be affected by the outage. An email blast was sent out by this Committee to the Members in regard to the issue. No Members contacted the Committee with allotment issues.</p> <p>Members have still been reaching out in regards to Mask design concerns. Management was to send out a release describing more specific guidelines.</p> <p>October saw a lot of incoming concerns and disagreement with the inability to wear pink ribbon accessories to show support for Breast Cancer Awareness. Any pink ribbon can show support for breast cancer. The Susan G Komen uses the "Running Pink ribbon" as its trademark symbol. The Company does not support the foundation and thus being the reason for the ban on these items. Hopefully, an agreement with Management can be attained by next October.</p> <p>Upcoming discussions with Cintas regarding Customer Service issues will be addressed.</p>	

Report From:	WISE
<b>Submitted Report:</b>	
<p>The Women's Issues, Service, and Education (WISE) Committee published an article highlighting Breast Cancer Awareness Month on October 13. Jessica would like to thank Oakland Shop Steward Angie Kilbourne for creating a beautiful graphic that was used with the publication.</p>	