



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

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# DECEMBER 2020 OFFICERS REPORTS

Report From:	President
<b>Submitted Report:</b>	
<ul style="list-style-type: none"> <li>• November 10-11, Lyn chaired the November 2020 Executive Board Meeting.</li> <li>• Lyn is pleased to announce that the Company will begin making different sized gloves available in more accessible locations for Flight Attendants to obtain them. This was fought by the NT at the table, and Management refused to ensure properly fitting gloves would be made available and resisted simple proposed language. It was also brought up to Management at the onset of the pandemic. Due to our pressure, Management announced, <i>Effective November 24, we will be adding one box of large size gloves onboard the aircraft. This is in addition to the two boxes of medium size gloves that are already stocked onboard.</i></li> <li>• <i>Additionally, Provisioning will begin carrying small and extra-large gloves on their trucks. Flight Attendants will be able to request a handful amount of these gloves if needed. Provisioning won't be able to provide the entire box of small or extra-large due to weight and balance limitations. Due to supply limitations, there may be times that small or extra-large gloves are not available from Provisioning.</i></li> <li>• <i>All sizes of gloves will still remain available at each Inflight Base in an RBF on November 17, 2020.</i> The Company will most likely not credit the Union with this initiative, but make no mistake. This wasn't something it was willing to do before our request. Instead of understanding that the Union is the knowledgeable representative for the Flight Attendants, the Company took months to evaluate our request utilizing the FAST team. Lyn wants to thank the Negotiating Committee and the Health and Safety Committee for their advocacy on this matter.</li> <li>• November 12, 2020, Lyn led negotiations with Southwest Airlines. Lyn requested that the Executive Board convene via ZOOM to discuss Management's proposal and position during the day's Negotiating Session.</li> <li>• November 16, 2020, Lyn hosted a ZOOMCAST with the members of the Negotiating Committee and its Subject Matter Experts to inform the Members about the current state of negotiations titled Concessions and Furloughs. Lyn is fully committed to keeping the Membership informed and educated about what is happening at the negotiating table.</li> <li>• On Saturday, November 14, 2020, Lyn participated in the weekly conference call with TWU Presidents of 550, 555, 557, and Economist Dan Akins.</li> <li>• On November 17, Lyn chaired the Third TWU Local 556 Membership Meetings via ZOOM. Below summarizes her verbal report.</li> </ul> <p data-bbox="303 1864 1107 1902"><i>President's Report for the Third Quarter Membership Meeting</i></p>	

*The bulk of my work these past few months has centered around avoiding concessions and furloughs for our Members, more on that during the NT report.*

*I work daily with the Covid-19 Task Force and Grievance Committee.*

*I facilitate and participate daily in management/ union discussions to remedy operational issues, contractual violations, safety concerns, social media issues, scheduling issues, and other relevant matters. I second chaired an arbitration over the Company's unilateral change to how we file our grievances, which is a Company attempt to weaken the Union's capabilities to remove unjust discipline.*

*I am pleased to announce that the Company will begin making different sized gloves available in more accessible locations for Flight Attendants to obtain them. Large gloves on board and small and x-large available from the Provo agent on the truck. This was fought by the NT at the table, along with our Health and Safety Committee and Management refused to ensure gloves would be made available and resisted simple proposed language. It was also brought up to Management at the onset of the pandemic. Due to the NT's pressure, Management has now decided to be announced in an RBF this week. The Company will most likely not credit the Union with this initiative, but make no mistake. This wasn't something it was willing to do prior to our request. Instead of understanding that the Union is the knowledgeable representative for the Flight Attendants, the Company took months to evaluate our request utilizing the FAST team. We hope that boxes will be placed on the aircraft, but this step is in the right direction.*

*A special thanks go to Chantil Huskey, Gayle Middleton, and Jannah Dalak for their extreme dedication to the Members suffering from COVID-19 related issues.*

*I frequently work with the Communications Committee and sends a special thank you to the Communications Committee Co-Chairperson Charla Miller and Committee Member Drew Shy for always being available for last-minute Negotiating Updates and other publications.*

*On October 23 and November 5, Lyn invited Southwest Airlines Local Union Leaders to a ZOOM conference call, where the group discussed current labor relations. SWAPA, IAM, IBT, and TWU participated in the coalition. The meetings have been productive and unifying. Common issues exist amongst all Unions, including the following.*

- *Labor Relations has, for a number of reasons, not come to the respective bargaining tables in a manner that would foster open and honest dialogue.*
- *Labor Relations has been unable to answer basic questions regarding the number of our members it intends, as part of the threat, to furlough.*

*In many instances, Union representatives have asked their respective Company negotiators multiple times for this information to no avail.*

- *Labor Relations has refused to consider additional voluntary leave options that would assist the Company in its self-proclaimed headcount issue.*
- *Labor Relations has been unable to answer questions about whether the Company has valued the cost of any potential furloughs.*
- *Labor Relations has failed to credit the savings generated by our members' willingness to save the Company large sums of money by participating in ETO, ExTO and VSP programs.*
- *Labor Relations have come to the table unprepared to productively discuss anything other than the original demand for a ten percent reduction to our compensation structure.*
- *Labor Relations has proffered shifting rationales as to why the Company decided not to take the CARES Act loan money.*
- *Labor Relations has attempted to deal directly with our members as opposed to focusing its efforts to identify cost savings at the bargaining table.*

*The Coalition meets again via ZOOM on November 20, 2020.*

*I want to thank Members for the hundreds of emails from Members expressing their thoughts and concerns about furloughs and concessions. I have spoken to many Members and continue to listen to Member's concerns.*

*The concerns of the Members are my priority. I thank the Members for the uplifting and supportive words they have expressed to her. I continue to fight against the three main threats faced by Flight Attendants concerning our jobs-*

- 1. Reduced Line Totals/ Lack of Available Flying*
- 2. Concessions*
- 3. Furloughs*

*The Local has been steadfast in providing solutions to Management, and I fight for all Members from the most junior to the most senior.*

- *November 19, Lyn and the Negotiating Committee returned to the table. Highlights from that session included: (see TWU LOCAL 556 NEGOTIATING COMMITTEE UPDATE #38 for full details)*
- *Based on feedback from the Company in the last meeting, and to conduct good-faith bargaining, your Union presented a revised side letter containing suggestions for the offering of additional voluntary leave programs and the ability to offer an onboard sales program to include credit cards and beverages for 18 months to generate combined cost-savings and revenue of approximately \$110 million in 2021.*
- *The Company rejected the proposed letter after reviewing it for less than an hour, stating that it was "uncertain" how many Flight*

*Attendants would take voluntary leaves. The Union presented the results of its recent survey, which showed more than 3,700 Flight Attendants would take additional voluntary leaves, if the programs were offered.*

- *The Company, in response to our questions, indicated it was considering sending WARN Act notices to approximately 1,500 Flight Attendants to meet the cost savings the Company stated it wants, but when asked what the projected cost savings of furloughing those 1,500 Flight Attendants would be, the Company responded it did not have those numbers.*
- *Your Union made passionate pleas for offering voluntary programs again, rather than furloughing a single Member. The cost savings from more than 3,700 Flight Attendants and the flexibility for onboard sales would, according to our estimates, provide more cost savings than the Company would get from furloughing 1,500 Flight Attendants.*
- *At the conclusion of the meeting, the Union played a video clip of Gary Kelly's town hall in which he stated about offering additional voluntary leave programs: "Of course we will do those things." Your Union will continue to fight for every job and has asked the Company to honor Gary's commitment and begin offering another round of voluntary programs.*
- *The next meeting with the Company is scheduled for December 3.*
- November 20, 2020, Lyn, TWU Local 556's Civil and Human Right Chairpersons 2nd Vice President [Latonia Benoit](#), and Atlanta DEBM Pam Forte attended a meeting with Southwest Director Steve Murtoff to be informed about the Company's Fearlessly Authentic Program. Lyn wants to thank Latonia and Pam for advocating that Southwest mandate a better diversity training program. TWU Local 556 will continue to fight against racism at Southwest Airlines. Lyn attended the Satellite Base Meeting with Management. See the December 2020 Satellite Base report for details.
- November 20, 2020, Lyn hosted the Union Coalition Meeting with SWAPA, IAM, IBT and TWU leaders from Southwest Airlines Unions. The meeting continues to be highly productive as the leaders discuss negotiations, furloughs and COVID-19 issues. The Coalition met again on December 11 and is scheduled to reconvene December 22.
- On Saturday, November 21, 2020, Lyn participated in the weekly conference call with TWU Presidents of 550, 555, 557, and Economist Dan Akins. Lyn flew pairing DS1T.
- On November 24, Lyn, 1st Vice President Chad Kleibschediel, Safety Chairpersons Michael Massoni, and Jannah Dalak attended the FAA's official update on the MAX 8 return to service.
- On Monday, November 30, 2020, Lyn participated in a deposition on a legal matter on behalf of TWU Local 556.
- On December 2, 2020, Lyn and the Negotiating Committee held a meeting with the Executive Board to update them on the current state of negotiations and the potential for WARN notices.

- On December 3, 2020, for the first time in the almost 50-year history of Southwest Airlines, the Company chose to send WARN Act notices to 1,500 TWU Local 556 Members. WARN Act notices are required by law if a company is planning a mass lay-off. These notices do not necessarily mean furloughs will occur but can indicate the Company's intent to furlough.
- Lyn responded to media inquiries concerning the WARN notice announcement. TWU Local 556 statements were reflected on over 424 publications nationwide, and several TV and radio stations, including CNBC, FOX affiliate, CBS affiliate, and CNN printed business news.
- After responding to the media, Lyn produced and promulgated a video for the Members and announced a ZOOMCAST to ensure Members would be educated and informed.
- Lyn hosted a ZOOM Cast with the Negotiating Committee on Friday, December 4, 2020.
- On Saturday, December 5, 2020, Lyn participated in the weekly conference call with TWU Presidents of 550, 555, 557, and Economist Dan Akins.
- Lyn requested the Furlough Support Team be formed to provide a resource to the Membership. The team can be contacted at [fst@twu556.org](mailto:fst@twu556.org). Lyn appreciates all the Executive Board Members for being a support to those in need at this time.
- Lyn, COPE Co-Chairperson Latonia Benoit, and member Damion West coordinated efforts lobbying for the passing of the Payroll Support Program.
- December 10, Lyn led the negotiations with the TWU Local 556 Negotiating Team highlights from that session included (for full details see TWU LOCAL 556 NEGOTIATING COMMITTEE UPDATE #40)
  - *Based on conversations in a meeting with the Company on December 3, the Union came to the December 10 meeting with the understanding that the Company was going to present a proposal to offer additional voluntary programs. The Company did not provide a new proposal, but rather referred to its November 9 proposal that would not gain the cost savings the Company indicated it needs and would require concessions without adequate protection from furloughs.*
  - *In the spirit of collaboration, the Union created another proposal that would give the Company the certainty it requires. Once again, the Union put on the table a viable solution based on Members' ability to step up and help, stressing that anyone agreeing to participate in a voluntary program is one less person needed to furlough, and that every job counts.*
  - *The Company advised that it would not be offering any more paid voluntary programs and indicated it would instead consider offering additional unpaid leave programs.*
  - *The Union advised the Company that any proposal presented must be accompanied by specific cost-savings goals so that the*

*proposal can be thoroughly reviewed with clarity on specific objectives the Company needs to attain.*

- *After the Company stated it was unable to meet Monday to discuss its proposal, the Union created time for the Company on the morning of Tuesday, December 15, to accommodate the Company's timeline.*

Lyn will continue to advocate for all Members and continues to find ways to prevent concessions and furloughs,

<b>Report From:</b>	<b>Recording Secretary</b>
<b>Submitted Report:</b>	
The Third Membership Meeting of 2020 was held November 17th and November 18th via Zoom. There were 227 Members in attendance. The First Membership Meeting of 2021 will be held on January 26th and January 27th via Zoom.	

<b>Report From:</b>	<b>Vice President - 1</b>
<b>Submitted Report:</b>	
<p>Vice President Chad Kleibscheidel has had briefing meetings or telephone calls with the president to remain updated on critical items that affect our Membership. He has also been kept informed and aware of the proceedings of Union matters and has given opinion, direction, and counsel to the president when solicited. At the direction of the President as her designee, he has assisted in telephone calls, responding to emails, and other correspondence to other Departments and the Membership. Chad also monitors and reacts accordingly to TWU 556 NOC events and multiple daily Inflight Scheduling Shift briefings. He was present and attended Executive Boards in November, attended a special meeting of the Board, and attended the virtual Membership Meetings. He continues to monitor the RTS of the 800 and assist the GT as needed. He still works to resolve unemployment issues some Members continue to face. He continues to work with communications and the uniform committee. Coordinates with the Gentry agency as needed on media requests and leads. He assisted in Executive BM planning, MM meeting planning, and has full participation. He conducted legal research on different cases, attended meetings with management, and continues to speak with state agencies on unemployment issues. Work on By-Law committee continues and hope to have a meeting set up and executed by the year's end, sexual harassment training investigation/planning, helped create the FST Team and plan of action, began researching and collecting information to aid in creating of a WARN/furlough resource guide, is working with VIP services to create cost-effective alternatives to COBRA if the need arises, conducts outside union updates and communications takes part in the on-property union coalition meetings, social media advocacy/policy updates with the company. Contacted CAB and had two meetings regarding alleged security issues, healthcare summit work, and is working on the uniform allergy reporting plan finalization. Thanks to all the Members who attended the Membership Meetings and have contacted the Board and NT remaining engaged by expressing ideas and concerns.</p>	

Report From:	Vice President - 2
<b>Submitted Report:</b>	
<p>2nd VP Report Nov 10-12 Attended Executive Board Meeting Nov 17 Attended Third Membership Meeting of 2020 Nov 18 Attended Third Membership Meeting of 2020 Nov 19 Attended TWU State Conference Meeting IL/IN Dec 2 Attended Special Executive Board Meeting Attended COPE Meeting Call To Action Attended FST Meeting Dec 3 Attended President and VP's Meeting Dec 3-6 Answered FST Calls from 8-2 Dec 8 Attended Meeting with 1st VP Worked in the office in Dallas Dec 9 Attended TOP 5 Weekly Catch up Call Attended Meeting with 1st VP Attended AFL-CIO Meet and Greet with Newly Elected Senator Cesar Blanco, EL Paso Dec 10 Attended Union Coalition Meeting.</p>	

<b>Report From:</b>	<b>BMAL</b>
<b>Submitted Report:</b>	
<p>BMAL Chantil Huskey</p> <ul style="list-style-type: none"><li>• I have attended two Union Coalition Meetings.</li><li>• I attended the Executive Board Meeting held November 10-11</li><li>• I attended both Membership Meetings and presented a CTF Committee report.</li><li>• I attended RT in BWI November 19th.</li><li>• I flew BWI trip BASH on November 21-23</li><li>• Continued to do work with the CTF Committee (see also CTF Committee report).</li><li>• Worked with MOB/ORG to create the Furlough Support Team (FST).</li><li>• Attended an Executive Board Special Meeting December 2nd.</li><li>• Helped put into action, create schedules, talking points, etc for the FST.</li></ul>	

<b>Report From:</b>	<b>BMAL</b>
<b>Submitted Report:</b>	
<p>Officer Report for December 2020 — Charla Miller Board Member at Large</p> <ul style="list-style-type: none"><li>• As Communications Committee Chairperson, coordinated and participated in our team’s work on the daily projects, publications, and videos from TWU Local 556. Managed TWU Local 556 social media outlets. Monitored news and events regarding Southwest Airlines and other industry news, unions, and locals.</li><li>• Assisted the Flight Attendant Drug and Alcohol Program (FADAP) Committee Chairs with their needs as Executive Board Liaison.</li><li>• Assisted TWU Local 556 President with projects/tasks as requested including daily media briefs.</li><li>• Attended weekly/daily conference calls hosted by AFL-CIO Communications, attending with other unions and locals' communicators for labor updates, current campaigns, issues, and hot topics.</li><li>• Continued ongoing opportunities to assist our Members via phone calls, texts, emails, messages, video chats, and projects.</li><li>• Thank you to the Membership for the privilege of serving you. It truly is an honor.</li></ul>	

<b>Report From:</b>	<b>BMAL</b>
<b>Submitted Report:</b>	
<p>Kay Hogan  During the month of November, I continued to assist Members with their Unemployment Insurance Benefits denials and appeals process documentation. On November 9th I attended GRC, November 10 &amp; 11 I attended the monthly Executive Board Meeting, November 16 I assisted Grievance Chair Gayle Middleton with grievance not to proceed calls to Members. I participated in an Arbitration prep and Arbitration hearing for a Member. I began working on a task list research for the Executive Board's Furlough Support Team and assisted with coordinating information for the Furlough Support Team to answer Members questions. I attended a TWU Local 556 Membership Meeting and the Negotiating Team's WARN Act Notice Webinar.</p>	

<b>Report From:</b>	<b>BMAL</b>
<b>Submitted Report:</b>	
<p>Sean Cooley-Board Member at Large</p> <ul style="list-style-type: none"> <li>-Attended Executive Board Meetings via Zoom November 10-11, 2020</li> <li>-Covid Catch up call via Google Chat November 12, 2020</li> <li>-Worked with the Covid Task Force assisting members with questions regarding but not limited to: exposure pulls, family pulls, pay issues, quarantine, changes in CDC guidelines regarding exposure, quarantine, and travel, International and domestic.</li> <li>Daily conference calls with the CTF, Regarding changes and updates and caseload.</li> <li>-Flew DEN Pairing CA1L December 1-3, 2020</li> <li>-Covid Update via Zoom December 10,2020</li> </ul>	

<b>Report From:</b>	<b>BMAL</b>
<b>Submitted Report:</b>	
<p style="text-align: center;"><u>Officer Report December 2020 E.B.</u>  <u>Gayle Ross Middleton: Board Member at Large</u></p> <ul style="list-style-type: none"> <li>• Gayle continued her work as Grievance Chairperson for TWU Local 556: including meetings with FST, CTF, and Grievance Team meetings.</li> <li>• Numerous meetings regarding arbitrations and settlements in November.</li> <li>• November 9<sup>th</sup> attended GRC meeting. Attended Executive Boards November 10-11, 2020, which included Suicide Awareness training.</li> <li>• November 12<sup>th</sup> CTF meeting with SWA &amp; Evening EB/NT call</li> <li>• Continued COVID-19 work with Members of the COVID-19 Task Force. Weekly, sometimes daily, calls with Chantil Huskey, CTF Chair.</li> <li>• November 17<sup>th</sup> attended the Membership Meeting.</li> <li>• November 18<sup>th</sup> sent report for Membership Meeting. Thank you, Brandon Hillhouse and Barbara Fitzhugh for presenting it, due to me being in an arbitration hearing.</li> <li>• November 19, 2020 meeting with: Inflight Labor (Monthly meeting).</li> <li>• November 20<sup>th</sup> attended CTF Conference call.</li> <li>• Attended Operational calls with Scheduling, Planning, &amp; SWA Management.</li> <li>• Daily calls or emails with Inflight Base Operations.</li> <li>• Meetings with President Lyn Montgomery.</li> <li>• Weekly meetings with Grievance Leaders and Grievance Team.</li> <li>• November 30<sup>th</sup> CTF call with SWA.</li> </ul>	

<b>Report From:</b>	<b>DEBM - ATL</b>
<b>Submitted Report:</b>	
<p>Pamila reports Fact-Finding and Step 2 Meetings have decreased in Atlanta. Pamila attended the Executive Board Meeting via Zoom November 10-11. Pamila attended the Negotiating Committee update via Zoom November 12. Pamila attended both Membership Meetings November 17 and 18. Pamila attended the “Fearlessly Authentic Promotion” Meeting November 20. In attendance; Dominick Rentera, Taggart Peterson, Steve Murtoff, President Lyn Montgomery, and 2nd Vice President Latonia Paul-Benoit. The discussion included the need for mandatory Diversity and Inclusion training in all departments at Southwest Airlines. Pamila attended the Georgia State Conference Meeting November 21 and 24. Pamila attended the weekly Georgia AFL-CIO Labor Leadership Meeting via Zoom. Pamila published an E-Connection to Atlanta Members on November 25. Pamila attended the North Georgia Labor Council Meeting November 30. Pamila attended the Executive Board Special Meeting December 2. Pamila updated the Union Glass Case. Pamila would like to thank Oakland Shop Steward Angie Kilbourne for designing posters for the Union Glass Case and Payroll Support Program (PSP) literature to be distributed to Members in all of the Domiciles. Pamila volunteered to help Union Members get-out-the-vote (GOTV) with the NAACP and Georgia AFL-CIO, for the upcoming Georgia Senate runoff election. Pamila assisted Denver Domicile Executive Board Member Jessica Parker with calls to Members who received WARN Notices. Pamila continues to have weekly conference calls with Atlanta Inflight Leaders to discuss issues around the Atlanta base. Pamila continues to answer calls, text messages, and emails from Members.</p>	

**Report From:**

**DEBM - BWI**

**Submitted Report:**

## Baltimore Domicile Executive Board Member Report

November 2020

### Executive Board

- Attended Executive Board Meeting (Virtual via Zoom) – 11/10 – 11/11
  - Executive Board NT Update (Virtual via Zoom) – 11/12
  - Emergency Officer on Call Week (EOOC) – 11/30 – 12/6
  - Staffed Office Phones – 11/27
  - COPE Committee Work
    - PSP Coordination with COPE/DEBMs
      - Meeting with LPB to discuss PSP/GA Runoff – 11/25
      - 1<sup>st</sup> Week of December PSP Push
    - Met with Zach Tatz from TWU International for PSP Update – 12/7
    - COPE COVID/PSP Timeline
  - Contacted Baltimore Flight Attendants on the WARN Notice list - 12/5,7 & 8
- Topics for the calls
- Union Resources
    - Zoom Cast Meeting
    - Furlough Support Team email address
  - Chair of the TWU District of Columbia Maryland Virginia State Conference
    - GA State Conference Mtg – 11/24 & 12/1

### Domicile Executive Board Member

- Met with BWI Management (Topics Discussed) 12/7
  - Topics that BWI Members have brought to my concerns
  - COVID procedure changes
  - Monthly FF/Step #2
  - Payroll Support Program
  - Drug and Alcohol Company Changes
- E-Connection
  - Holiday Message
  - Things you need to know
  - Union Resources
  - Third Membership Meeting Notice
  - Facebook DEBM Page Information

### Fact Finding/Step #2 Meetings

- Fact Finding – 1
- Step #2 – 4

<b>Report From:</b>	<b>DEBM - DAL</b>
<b>Submitted Report:</b>	
<p>Kristie sat Emergency officer on call 11/2- 11/8. She attended 3 fact finding meetings for the month. Fact finding meetings continue to remain low at the base. She set up the Toys for Tots box at the base and notified members for donations until 12/12 which is deadline to deliver the toys. Kristie attended the Executive Board meeting via Zoom 11/10- 11/11. She was available for a emergency executive board conference call the evening of the 12th. Kristie met with base manager Tammi Feuling regarding issues with Covid and general base issues. Kristie attended the Membership Meeting and gave a base report on 11/18. She also was available for a last minute Corona Task Force conference call on 11/20. She took notes and provided those notes to the other Domicile Reps. She continues to keep the base updated with all union news and base news on Dallas Union Connection.</p>	

<b>Report From:</b>	<b>DEBM - DEN</b>
<b>Submitted Report:</b>	
<p>Jessica attended the Executive Board (EB) Meeting held via Zoom on November 10 and 11. Jessica met with Denver Inflight Leadership on November 12 to discuss issues specific to the Denver-Base. Jessica attended a Negotiating Committee update held via Zoom on November 12. Jessica attended both sessions of the Membership Meeting on November 17 and 18. Jessica wrote an E-Connection which was published to Denver Flight Attendants on December 1. The E-Connection offered two ways to give this Holiday Season, and donation links were included for Toys for Tots and SafeHouse Denver. Jessica attended the EB Special Meeting on December 2. After the Special Meeting adjourned, the Negotiating Committee updated the EB that the Company would be sending out 1,500 WARN Notices to Flight Attendants on December 3. The Furlough Support Team (FST) called a meeting via Google Meets on the evening of December 2 to discuss how we could assist Members during this time. EB Members were scheduled to assist the Office Team in answering calls, and resources were provided to assist in answering questions for our Members. Jessica was scheduled to answer calls and emails on behalf of the FST December 3 - 6. Jessica attended the Negotiating Committee Zoomcast on December 4. Domicile Executive Board Members (DEBMs) began calling all Members in their respective domiciles who received WARN Notices. Jessica would like to thank Atlanta DEBM Pamila Forte and Phoenix DEBM John DiPippa for assisting her with the Denver WARN Notice list. Jessica has answered Members' emails, calls, and texts and remains available to the 556 Membership during this difficult time.</p>	

<b>Report From:</b>	<b>DEBM - HOU</b>
<b>Submitted Report:</b>	
<p>David attended the Executive Board Meeting via Zoom November 10 and 11 and the Houston Membership Meeting on November 17. David answered phone calls and emails for the Furlough Support Team the week of December 7. David reports he made outreach calls to the 184 Members in Houston that received WARN notices from Southwest Airlines. The calls were very well received and the Members were very appreciative of the Union's effort to make personal contact with them. David reports that Fact-Finding Meetings were very low over the last 30 days. David served as EOOO November 9-16 and remained available for all Executive Board Conference Calls and Zoom meetings. David remained in constant contact with the Executive Board and Houston Inflight Management.</p>	

<b>Report From:</b>	<b>DEBM - LAS</b>
<b>Submitted Report:</b>	
<p>Rachel reports that she attended the November 2020 Executive aboard Meeting as well as the special Meeting called for December 2. Rachel represented Members in Meetings with Management. Rachel updated the Union Glass Case with the new Membership Meeting notice and passed out flyers to encourage Members to call, tweet, and email their elected officials in Government to support the Payroll Support Program. Rachel made outreach phone calls to Las Vegas-based Members who received a WARN Notice from the Company to discuss their questions and concerns during this process. Rachel reviewed all the grievance cases in preparation for the December 2020 Executive Board Meeting.</p>	

<b>Report From:</b>	<b>DEBM - LAX</b>
<b>Submitted Report:</b>	
<p>Trish had a very busy month answering member concerns for various issues. Trish attended the monthly grievance review, the November Executive Boards, two conference calls, and the last yearly Membership Meeting. Trish spent time in the base, met with Management, brought snacks, and pies to crew members working the Holiday week. Trish spent time preparing for the move to the new LAX lounge, updated the Union Glass case, and began preparing an information email navigating the new lounge location. Trish wishes to thank the CTF and NT for their hard work, and for providing valuable education and information to support the Membership. Trish also wishes to thank the LAX Shop Stewards for their dedication and support.</p>	

<b>Report From:</b>	<b>DEBM - LAX</b>
<b>Submitted Report:</b>	
<p>Trish had a busy month serving the members of LAX. Trish met with base management twice, brought Holiday treats to the lounge and prepared for the move to the new lounge. Trish was also invited on a special tour with Base management, and Dave Kissman. Trish attended the December Executive Board meeting, the zoom meeting with the NT, had several conference calls, facilitated one fact finding meeting, wrote two E-connections and also participated in the Grievance Review process. Trish spent a lot of time calling the members in LAX who received the warn notices. Trish also spent time printing and distributing the PSP flyers to Shop Stewards, and the lounge. Trish wishes to thank LAX shop stewards Genesis DaVoy, Paige Spence, and Della Saucier for their hard work and assistance with moving to the new lounge, passing out flyers, and their assistance to members of the LAX base. Trish also wishes to thank the entire Executive Board for their work preparing and implementing the Furlough Support Team, and their efforts reaching out to all members affected by the warn notices. Special thanks to the NT for their unending support and open communication to the membership</p>	

<b>Report From:</b>	<b>DEBM - MCO</b>
<b>Submitted Report:</b>	
<p>Jimmy reported that while Fact-Finding Meetings continue to be low, the reasons continue to be delay of flights, social media violations and crew conflict. Jimmy reported he attended the November Executive Board Meeting via Zoom November 10-11, 2020. Jimmy reported he attended a conference call via Zoom with the TWU Local 556 Negotiating Team Friday, November 13, 2020. Jimmy reported he attended the TWU Local 556 Special Meeting via Zoom December 2, 2020. Jimmy would like to thank MCO flight attendant and involved Union Supporter, A.J. Theiss, for conducting lounge mobilizations in Orlando on December 4-5, 2020 pushing the PSP Program. Jimmy reported that on December 5-6, 2020, he reached out to all MCO flight attendant's who received WARN letters from Southwest Airlines. Jimmy reported the January 2021 Membership Meeting notice was posted in the Union Glass Case the first week of December and the Union Red Rack was tidied.</p>	

<b>Report From:</b>	<b>DEBM - MDW</b>
<b>Submitted Report:</b>	
<p>Donna reports that Fact-Finding and Step 2 Meetings continue in the base for various reasons. Donna has represented Members in Fact-Finding and Step 2 Meetings. Donna has also been available to the Chicago Base Flight Attendants to answer questions and concerns revolving around the Covid-19 and WARN notice situations. Donna has been calling Flight Attendants who have been issued WARN notices. Donna attended the Executive Board zoom meeting in November. Donna attended the zoom cast led by the Negotiation Team, legal council, and 556 economist. Donna has encouraged Members to watch the rebroadcast of the NT zoom cast as it contains valuable information for the Membership and answers many questions they may have. Donna continues to fly the line and spend time in the lounge.</p>	

<b>Report From:</b>	<b>DEBM - OAK</b>
<b>Submitted Report:</b>	
<p>Josh attended the November Executive Board Meeting as well as numerous conference calls throughout the month. Josh assisted with Furlough Support Team in answering questions about WARN notices and possible furloughs. Josh also reached out to every Member who received a WARN notice to see if there were any questions he could answer or assistance he could offer.</p>	

<b>Report From:</b>	<b>DEBM - PHX</b>
<b>Submitted Report:</b>	
<ul style="list-style-type: none"> <li>• Attended 11/10-11/11 EB Meeting via Zoom</li> <li>• Was on a conference call with EB and NT on 11/12</li> <li>• Resend the NT survey to several Members</li> <li>• Continues to update the COVID-19 internal document, which is a handy reference for Union Staff, EB, and the Education Committee</li> <li>• Attended the November Membership Meeting</li> <li>• Placed the 2021 1st Membership Meeting notice in the glass case</li> <li>• Did 1 Fact-Finding Meeting</li> <li>• Dropped off the food donated for the canned food drive</li> <li>• Wants to thank Base Management for their assistance with the canned food drive</li> <li>• Was on a Conference Call establishing the Furlough Support Team</li> <li>• Called several Flight Attendants who received a WARN Notice</li> <li>• Wrote an E-Connection in December</li> <li>• Reviewed minutes and vote tally from the November Executive Board meeting sent by the Recording Secretary</li> <li>• Reviewed Grievances and Reports prior to the December Board Meeting</li> <li>• Reviewed letters of interest for the open Board Member at Large position</li> <li>• As liaison to the Education Committee, reached out to Amanda Gauger to see if there is anything that she would like me to present to the Board her behalf</li> <li>• Continues to stay in touch with the Executive Board, Shop Stewards, and the Membership via phone, email, text, or social media</li> </ul>	

Report From:	President
<b>Submitted Report:</b>	
<ul style="list-style-type: none"> <li>• November 10-11, Lyn chaired the November 2020 Executive Board Meeting.</li> <li>• Lyn is pleased to announce that the Company will begin making different sized gloves available in more accessible locations for Flight Attendants to obtain them. This was fought by the NT at the table, and Management refused to ensure properly fitting gloves would be made available and resisted simple proposed language. It was also brought up to Management at the onset of the pandemic. Due to our pressure, Management announced, <i>Effective November 24, we will be adding one box of large size gloves onboard the aircraft. This is in addition to the two boxes of medium size gloves that are already stocked onboard.</i></li> <li>• <i>Additionally, Provisioning will begin carrying small and extra-large gloves on their trucks. Flight Attendants will be able to request a handful amount of these gloves if needed. Provisioning won't be able to provide the entire box of small or extra-large due to weight and balance limitations. Due to supply limitations, there may be times that small or extra-large gloves are not available from Provisioning.</i></li> <li>• <i>All sizes of gloves will still remain available at each Inflight Base in an RBF on November 17, 2020.</i> The Company will most likely not credit the Union with this initiative, but make no mistake. This wasn't something it was willing to do before our request. Instead of understanding that the Union is the knowledgeable representative for the Flight Attendants, the Company took months to evaluate our request utilizing the FAST team. Lyn wants to thank the Negotiating Committee and the Health and Safety Committee for their advocacy on this matter.</li> <li>• November 12, 2020, Lyn led negotiations with Southwest Airlines. Lyn requested that the Executive Board convene via ZOOM to discuss Management's proposal and position during the day's Negotiating Session.</li> <li>• November 16, 2020, Lyn hosted a ZOOMCAST with the members of the Negotiating Committee and its Subject Matter Experts to inform the Members about the current state of negotiations titled Concessions and Furloughs. Lyn is fully committed to keeping the Membership informed and educated about what is happening at the negotiating table.</li> <li>• On Saturday, November 14, 2020, Lyn participated in the weekly conference call with TWU Presidents of 550, 555, 557, and Economist Dan Akins.</li> <li>• On November 17, Lyn chaired the Third TWU Local 556 Membership Meetings via ZOOM. Below summarizes her verbal report.</li> </ul> <p data-bbox="303 1864 1109 1902"><i>President's Report for the Third Quarter Membership Meeting</i></p>	

*The bulk of my work these past few months has centered around avoiding concessions and furloughs for our Members, more on that during the NT report.*

*I work daily with the Covid-19 Task Force and Grievance Committee.*

*I facilitate and participate daily in management/ union discussions to remedy operational issues, contractual violations, safety concerns, social media issues, scheduling issues, and other relevant matters. I second chaired an arbitration over the Company's unilateral change to how we file our grievances, which is a Company attempt to weaken the Union's capabilities to remove unjust discipline.*

*I am pleased to announce that the Company will begin making different sized gloves available in more accessible locations for Flight Attendants to obtain them. Large gloves on board and small and x-large available from the Provo agent on the truck. This was fought by the NT at the table, along with our Health and Safety Committee and Management refused to ensure gloves would be made available and resisted simple proposed language. It was also brought up to Management at the onset of the pandemic. Due to the NT's pressure, Management has now decided to be announced in an RBF this week. The Company will most likely not credit the Union with this initiative, but make no mistake. This wasn't something it was willing to do prior to our request. Instead of understanding that the Union is the knowledgeable representative for the Flight Attendants, the Company took months to evaluate our request utilizing the FAST team. We hope that boxes will be placed on the aircraft, but this step is in the right direction.*

*A special thanks go to Chantil Huskey, Gayle Middleton, and Jannah Dalak for their extreme dedication to the Members suffering from COVID-19 related issues.*

*I frequently work with the Communications Committee and sends a special thank you to the Communications Committee Co-Chairperson Charla Miller and Committee Member Drew Shy for always being available for last-minute Negotiating Updates and other publications.*

*On October 23 and November 5, Lyn invited Southwest Airlines Local Union Leaders to a ZOOM conference call, where the group discussed current labor relations. SWAPA, IAM, IBT, and TWU participated in the coalition. The meetings have been productive and unifying. Common issues exist amongst all Unions, including the following.*

- *Labor Relations has, for a number of reasons, not come to the respective bargaining tables in a manner that would foster open and honest dialogue.*
- *Labor Relations has been unable to answer basic questions regarding the number of our members it intends, as part of the threat, to furlough.*

*In many instances, Union representatives have asked their respective Company negotiators multiple times for this information to no avail.*

- *Labor Relations has refused to consider additional voluntary leave options that would assist the Company in its self-proclaimed headcount issue.*
- *Labor Relations has been unable to answer questions about whether the Company has valued the cost of any potential furloughs.*
- *Labor Relations has failed to credit the savings generated by our members' willingness to save the Company large sums of money by participating in ETO, ExTO and VSP programs.*
- *Labor Relations have come to the table unprepared to productively discuss anything other than the original demand for a ten percent reduction to our compensation structure.*
- *Labor Relations has proffered shifting rationales as to why the Company decided not to take the CARES Act loan money.*
- *Labor Relations has attempted to deal directly with our members as opposed to focusing its efforts to identify cost savings at the bargaining table.*

*The Coalition meets again via ZOOM on November 20, 2020.*

*I want to thank Members for the hundreds of emails from Members expressing their thoughts and concerns about furloughs and concessions. I have spoken to many Members and continue to listen to Member's concerns.*

*The concerns of the Members are my priority. I thank the Members for the uplifting and supportive words they have expressed to her. I continue to fight against the three main threats faced by Flight Attendants concerning our jobs-*

- 1. Reduced Line Totals/ Lack of Available Flying*
- 2. Concessions*
- 3. Furloughs*

*The Local has been steadfast in providing solutions to Management, and I fight for all Members from the most junior to the most senior.*

- *November 19, Lyn and the Negotiating Committee returned to the table. Highlights from that session included: (see TWU LOCAL 556 NEGOTIATING COMMITTEE UPDATE #38 for full details)*
- *Based on feedback from the Company in the last meeting, and to conduct good-faith bargaining, your Union presented a revised side letter containing suggestions for the offering of additional voluntary leave programs and the ability to offer an onboard sales program to include credit cards and beverages for 18 months to generate combined cost-savings and revenue of approximately \$110 million in 2021.*
- *The Company rejected the proposed letter after reviewing it for less than an hour, stating that it was "uncertain" how many Flight*

*Attendants would take voluntary leaves. The Union presented the results of its recent survey, which showed more than 3,700 Flight Attendants would take additional voluntary leaves, if the programs were offered.*

- *The Company, in response to our questions, indicated it was considering sending WARN Act notices to approximately 1,500 Flight Attendants to meet the cost savings the Company stated it wants, but when asked what the projected cost savings of furloughing those 1,500 Flight Attendants would be, the Company responded it did not have those numbers.*
- *Your Union made passionate pleas for offering voluntary programs again, rather than furloughing a single Member. The cost savings from more than 3,700 Flight Attendants and the flexibility for onboard sales would, according to our estimates, provide more cost savings than the Company would get from furloughing 1,500 Flight Attendants.*
- *At the conclusion of the meeting, the Union played a video clip of Gary Kelly's town hall in which he stated about offering additional voluntary leave programs: "Of course we will do those things." Your Union will continue to fight for every job and has asked the Company to honor Gary's commitment and begin offering another round of voluntary programs.*
- *The next meeting with the Company is scheduled for December 3.*
- November 20, 2020, Lyn, TWU Local 556's Civil and Human Right Chairpersons 2nd Vice President [Latonia Benoit](#), and Atlanta DEBM Pam Forte attended a meeting with Southwest Director Steve Murtoff to be informed about the Company's Fearlessly Authentic Program. Lyn wants to thank Latonia and Pam for advocating that Southwest mandate a better diversity training program. TWU Local 556 will continue to fight against racism at Southwest Airlines. Lyn attended the Satellite Base Meeting with Management. See the December 2020 Satellite Base report for details.
- November 20, 2020, Lyn hosted the Union Coalition Meeting with SWAPA, IAM, IBT and TWU leaders from Southwest Airlines Unions. The meeting continues to be highly productive as the leaders discuss negotiations, furloughs and COVID-19 issues. The Coalition met again on December 11 and is scheduled to reconvene December 22.
- On Saturday, November 21, 2020, Lyn participated in the weekly conference call with TWU Presidents of 550, 555, 557, and Economist Dan Akins. Lyn flew pairing DS1T.
- On November 24, Lyn, 1st Vice President Chad Kleibschediel, Safety Chairpersons Michael Massoni, and Jannah Dalak attended the FAA's official update on the MAX 8 return to service.
- On Monday, November 30, 2020, Lyn participated in a deposition on a legal matter on behalf of TWU Local 556.
- On December 2, 2020, Lyn and the Negotiating Committee held a meeting with the Executive Board to update them on the current state of negotiations and the potential for WARN notices.

- On December 3, 2020, for the first time in the almost 50-year history of Southwest Airlines, the Company chose to send WARN Act notices to 1,500 TWU Local 556 Members. WARN Act notices are required by law if a company is planning a mass lay-off. These notices do not necessarily mean furloughs will occur but can indicate the Company's intent to furlough.
- Lyn responded to media inquiries concerning the WARN notice announcement. TWU Local 556 statements were reflected on over 424 publications nationwide, and several TV and radio stations, including CNBC, FOX affiliate, CBS affiliate, and CNN printed business news.
- After responding to the media, Lyn produced and promulgated a video for the Members and announced a ZOOMCAST to ensure Members would be educated and informed.
- Lyn hosted a ZOOM Cast with the Negotiating Committee on Friday, December 4, 2020.
- On Saturday, December 5, 2020, Lyn participated in the weekly conference call with TWU Presidents of 550, 555, 557, and Economist Dan Akins.
- Lyn requested the Furlough Support Team be formed to provide a resource to the Membership. The team can be contacted at [fst@twu556.org](mailto:fst@twu556.org). Lyn appreciates all the Executive Board Members for being a support to those in need at this time.
- Lyn, COPE Co-Chairperson Latonia Benoit, and member Damion West coordinated efforts lobbying for the passing of the Payroll Support Program.
- December 10, Lyn led the negotiations with the TWU Local 556 Negotiating Team highlights from that session included (for full details see TWU LOCAL 556 NEGOTIATING COMMITTEE UPDATE #40)
  - *Based on conversations in a meeting with the Company on December 3, the Union came to the December 10 meeting with the understanding that the Company was going to present a proposal to offer additional voluntary programs. The Company did not provide a new proposal, but rather referred to its November 9 proposal that would not gain the cost savings the Company indicated it needs and would require concessions without adequate protection from furloughs.*
  - *In the spirit of collaboration, the Union created another proposal that would give the Company the certainty it requires. Once again, the Union put on the table a viable solution based on Members' ability to step up and help, stressing that anyone agreeing to participate in a voluntary program is one less person needed to furlough, and that every job counts.*
  - *The Company advised that it would not be offering any more paid voluntary programs and indicated it would instead consider offering additional unpaid leave programs.*
  - *The Union advised the Company that any proposal presented must be accompanied by specific cost-savings goals so that the*

*proposal can be thoroughly reviewed with clarity on specific objectives the Company needs to attain.*

- *After the Company stated it was unable to meet Monday to discuss its proposal, the Union created time for the Company on the morning of Tuesday, December 15, to accommodate the Company's timeline.*

Lyn will continue to advocate for all Members and continues to find ways to prevent concessions and furloughs,

<b>Report From:</b>	<b>Recording Secretary</b>
<b>Submitted Report:</b>	
The Third Membership Meeting of 2020 was held November 17th and November 18th via Zoom. There were 227 Members in attendance. The First Membership Meeting of 2021 will be held on January 26th and January 27th via Zoom.	

<b>Report From:</b>	<b>Vice President - 1</b>
<b>Submitted Report:</b>	
<p>Vice President Chad Kleibscheidel has had briefing meetings or telephone calls with the president to remain updated on critical items that affect our Membership. He has also been kept informed and aware of the proceedings of Union matters and has given opinion, direction, and counsel to the president when solicited. At the direction of the President as her designee, he has assisted in telephone calls, responding to emails, and other correspondence to other Departments and the Membership. Chad also monitors and reacts accordingly to TWU 556 NOC events and multiple daily Inflight Scheduling Shift briefings. He was present and attended Executive Boards in November, attended a special meeting of the Board, and attended the virtual Membership Meetings. He continues to monitor the RTS of the 800 and assist the GT as needed. He still works to resolve unemployment issues some Members continue to face. He continues to work with communications and the uniform committee. Coordinates with the Gentry agency as needed on media requests and leads. He assisted in Executive BM planning, MM meeting planning, and has full participation. He conducted legal research on different cases, attended meetings with management, and continues to speak with state agencies on unemployment issues. Work on By-Law committee continues and hope to have a meeting set up and executed by the year's end, sexual harassment training investigation/planning, helped create the FST Team and plan of action, began researching and collecting information to aid in creating of a WARN/furlough resource guide, is working with VIP services to create cost-effective alternatives to COBRA if the need arises, conducts outside union updates and communications takes part in the on-property union coalition meetings, social media advocacy/policy updates with the company. Contacted CAB and had two meetings regarding alleged security issues, healthcare summit work, and is working on the uniform allergy reporting plan finalization. Thanks to all the Members who attended the Membership Meetings and have contacted the Board and NT remaining engaged by expressing ideas and concerns.</p>	

Report From:	Vice President - 2
<b>Submitted Report:</b>	
<p>2nd VP Report Nov 10-12 Attended Executive Board Meeting Nov 17 Attended Third Membership Meeting of 2020 Nov 18 Attended Third Membership Meeting of 2020 Nov 19 Attended TWU State Conference Meeting IL/IN Dec 2 Attended Special Executive Board Meeting Attended COPE Meeting Call To Action Attended FST Meeting Dec 3 Attended President and VP's Meeting Dec 3-6 Answered FST Calls from 8-2 Dec 8 Attended Meeting with 1st VP Worked in the office in Dallas Dec 9 Attended TOP 5 Weekly Catch up Call Attended Meeting with 1st VP Attended AFL-CIO Meet and Greet with Newly Elected Senator Cesar Blanco, EL Paso Dec 10 Attended Union Coalition Meeting.</p>	