



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

8787 N. Stemmons Frwy.
Suite 600
Dallas, TX 75247
Phone: 800-969-7932
Fax: 214-357-9870
www.twu556.org

DECEMBER 2021 OFFICERS REPORTS

Report From:	BMAL
Submitted Report:	
<p style="text-align: center;"><u>Officer Report December 2021 E.B.</u> <u>Gayle Ross Middleton: Board Member at Large</u></p> <ul style="list-style-type: none"> • During November, Gayle continued her work as Grievance Chairperson for TWU Local 556: including meetings with the CTF, FADAP, Base Operations, Scheduling, Office Manager, and the Grievance Team. • Several meetings regarding Arbitrations and settlements. • Continued COVID-19 work with Members of the COVID-19 Task Force. Weekly calls with the CTF and SWA Director, Rachel Loudermilk. • Attended the Executive Board Special Meeting on November 11, 2021. • November 12th met with President, Lyn Montgomery to discuss several cases and issues. • Attended Grievance Review Committee meeting on November 15, 2021. • Attended the Executive Board monthly meeting November 16-17, 2021. • November 18th met with the CTF regarding policy changes by the Company. • November 19th met with Dan Kusek and Meggan Jones from SWA Labor, along with Lyn Montgomery and Marcy Vinyard, to discuss timeframe issue due to Company changes. • Attended Executive Board Special Meeting on November 29, 2021. • Attended both 3rd Quarter Membership Meetings • Monthly Grievance meeting was held with SWA Labor on November 30, 2021. • Weekly meetings with Grievance Leaders and Grievance Team. • Attended vaccine mandate meetings with President Lyn Montgomery. • Discussed impending FMLA changes for 2022 with Brandon Hillhouse and Ann Claire Crawford. 	

Report From:	BMAL
Submitted Report:	
<p data-bbox="354 390 1295 422">Officer Report for December 2021 — Charla Miller, Board Member at Large</p> <ul data-bbox="378 464 1317 1073" style="list-style-type: none"><li data-bbox="378 464 1317 527">• Assisted the Flight Attendant Drug and Alcohol Program (FADAP) Committee Chairperson as needed.<li data-bbox="378 562 1081 594">• Assisted the Grievance Team with phone and chat coverage.<li data-bbox="378 630 1049 661">• Attended Executive Board monthly and special meetings.<li data-bbox="378 697 1292 760">• Attended AFL-CIO biweekly union communicators calls with other unions and locals.<li data-bbox="378 804 1317 867">• Provided labor news, industry news, and systemwide hot topic briefs to President Lyn, and assisted in special projects and tasks, as assigned.<li data-bbox="378 909 1292 1003">• Continued ongoing communications with other locals and unions to continue to build relationships and strengthen the power found in solidarity and sharing of resources.<li data-bbox="378 1045 995 1077">• Assisted Members via phone calls, texts, and emails.	

Report From:	BMAL
Submitted Report:	
BMAL- Kristen Loucks November	
11/9- Membership Meeting	
11/11- Executive Board Meeting	
11/16&17- Executive Board Meeting	
11/18- Grievance Meeting	
11/28- Grievance Team	
11/29- Special Executive Board Meeting	
11/30- Grievance Team	
Pairings Flown:	
LA3J on 11/2	
LS3C on 11/7	
LAM8 on 11/21	
LAXZ on 11/23	
LAEG on 11/25	
LAEG on 11/26	

Report From:	BMAL
Submitted Report:	
<p>November 6, 2021 - Membership Meeting November 11, 2021 - Attended Emergency Zoom November 16-18, 2021 - Attended TWU 556 Executive Board November 18, 2021 - CTF Meeting November 18, 2021 - Dallas AFL- CIO Central Labor Council Executive Board Meeting November 18, 2021 - Dallas AFL- CIO Central Labor Council Affiliate Delegate Member Meeting November 19, 2021- Working Women Committee Meeting November 22, 2021 - Dallas AFL- CIO Central Labor Council HRER Committee Meeting November 29, 2021 - Special EB Budget Meeting</p> <p>Grievance Staff duties - Monday - Friday TWU 556 Call Center Weekly Wednesday Staff Meeting Additional duties as assigned Discipline / Contract Research for Step 2 Hearings Packet Construction for EB presentations Prep for Step 2 Hearings and EB Hearings</p>	

Report From:	BMAL
Submitted Report:	
<p>During the month of November I continued to work on the CTF Team assisting with COVID pay discrepancies. I continued to take Member calls for Unemployment denials, appeals and some Members who are receiving reimbursement notices. On November 9 & 10 I attended the Membership Meetings. November 11 & 29 I attended a special Executive Board Meeting, November 15 Grievance Review Committee, November 22 assisted Grievance Chair Gayle Middleton with not to proceed calls for grievances. November 30 I attended a Mob/Org Zoom meeting formulating our 2022 strategy.</p>	

Report From:	DEBM - ATL
Submitted Report:	
<u>Atlanta Domicile Executive Board Member</u>	
November 2021	
Executive Board	
<ul style="list-style-type: none">• Executive Board Meeting in DAL - November 16 - November 17• New Hire Dinner - November 16• Grievance Team Conference call - November 18• Assisted Grievance Team - November 27 - December 3• Special Executive Board Meeting (virtual) November 29• Assisted Grievance Team - December 6 - December 10• Conference call with Chris Lampe 555 FLOC - December 9• Grievance Review Committee - December 13	
Domicile Executive Board Member	
<ul style="list-style-type: none">• Worked with Base Leadership and CISM on Security incident on November 20• Fact Findings and Step 2 meetings	
Pairings Flown	
<ul style="list-style-type: none">• AAD6 November 20	

Report From:	DEBM - BWI
Submitted Report:	
<p><u>Baltimore Domicile Executive Board Member Report</u></p> <p>November 2021</p> <p>Executive Board</p> <ul style="list-style-type: none"> • Attended Executive Board Meeting (In-Person) – 11/15 – 11/17 • Membership Meetings Teller – 11/7 – 11/10 • New Hire Dinner – 11/8, 11/9, 11/15, 11/16 • Executive Board Special Meeting – 11/11, 11/29 • Chair of the TWU District of Columbia Maryland Virginia State Conference <p>Domicile Executive Board Member</p> <p>Met with BWI Management (Topics Discussed)</p> <ul style="list-style-type: none"> • Topics that BWI Members have brought to my concerns. • Food Options in the Lounge • Current FF/Step #2 Meetings • Concerns with BWI Parking Safety • Waiting List for Parking Decal • Procedural Changes in 2022 <p>Passed Out Gift Bag to Flight Attendants</p> <p>Bags Included:</p> <ul style="list-style-type: none"> • Snacks • TWU Landyard <p>Baltimore E-Connection</p> <ul style="list-style-type: none"> • Baltimore Flight Attendants of the Year • Toys for Tots • Know your points • File Review • Join Me on Facebook <p>Fact Finding/Step #2 Meetings</p> <p>October</p> <ul style="list-style-type: none"> • Fact Finding – 10 • Step #2 – 9 	

Report From:	DEBM - DAL
Submitted Report:	
<p>Kristie attended the Membership Meeting on Nov. 10th. She also attended two special zoom meetings on incentives and budgets. Kristie attended board meetings Nov. 16th and 17th. She had a management meeting with base manager Tammi Feuling discussing Parking issues and mask compliance policy. She took several calls from members over the vaccine mandate. She kept the membership informed of all union and base news on Dallas Union Connection.</p>	

Report From:	DEBM - DEN
Submitted Report:	
<p>December DEN DEBM Report, Jamie Simpson</p> <ul style="list-style-type: none"> • 11/16-17th Attended Executive Boards (in person) • 11/16 Attended New Hire Dinner • 11/26 Worked Union Phonenumber for Holiday Coverage • 11/29 Attended Executive Boards Special Meeting • 12/10 Attended Meeting with Gayle Middleton and Brandon Hillhouse for update on Colorado Paid Leave Law (HFWA) • Represented Members in Fact Finding meetings • Put out a box in the lounge for toy donations for the local Denver Boys and Girls Club • Met in person with DEN Management twice but stayed in constant contact with them throughout the month. • Returned members calls, texts and emails • Sent out invitations for shadowing for the new Shop Stewards • Wrote an article for Unity • Wrote December E-Connection • Sent updated DEN New Hire Packet to Angie Kilbourne to work her magic • Set up a New Hire Education for 12/13 	

Report From:	DEBM - HOU
Submitted Report:	
<p>David reports he attended the Executive Board Meeting in Dallas on November 16-17. David attended the Executive Board Special Meeting on November 29. David assisted several Members during the last month with questions regarding the Contract and the vaccination mandate. David reports that Fact-Finding and Step 2 Meetings in Houston are very low. David has continued to work on scheduling all new Shop Stewards for meetings to shadow. David remained in constant contact with the Executive Board and Inflight Management.</p>	

Report From:	DEBM - LAS
Submitted Report:	
<p>Bryan Orozco reported that he followed up with emails and calls. Bryan text all the LAS shop stews. Bryan would like to thank Drew for formatting both e-connects. Bryan had two communications go out to the LAS flight attendants. Bryan had a monthly meeting (a call) with LAS base manager Brandon. Bryan attended the inflight management round table hosted with VP Sonia Lacore with shop stew Maria Theresa Hank and Bradley Steffens. Bryan participated in the special EB meeting on the 29th. Bryan attended 6 new hire dinners.</p>	

Report From:

DEBM - LAX

Submitted Report:

Los Angeles Domicile Executive Board Member Report

December 2021

Mark started his report by wishing everyone a Happy Holiday season.

Mark reported that he continues to be active in his base and available to the membership. He assisted LAX members with many issues including but not limited to:

- Incentive Program
- LSCK days
- Booster assistance
- Stranded
- KCM questions
- SWA IT policy acknowledgement & 3rd party apps
- FADAP resources
- CISM resources
- Scheduling/Bidding
- CA SB 95

Executive Board

- Flew pairings XA6J 11/20 & XA3L 12/10
- Attended Executive Board Meeting 11/15-11/17
- Attended Executive Board Special Meeting 11/29
- Attended Ops Update Meeting 12/1
- Attended Primary Line Writing 11/29 - 11/30
- Attended New Hire Dinner
- Satellite Base & New Hire Meetings
- Worked with Scheduling Committee Chair Xander Ricker on several issues including New Hires, additional OT pairings, and VR line generation

Domicile Executive Board Member

- Met with LAX Management (Topics Discussed)
 - Hawaii Product requests
 - Monthly FF/Step II Meetings
 - Base Staffing
 - SB 95 continuation
- Distributed requested Union Pins
- Red Rack and Glass Case update
- Base Visit 11/22, 11/23, 11/30, 12/1, 12/2

- Sent our LAX eConnection 11/22
- Attended a Fact Finding Meeting - 11/19
- Shipped remaining Shop Steward materials that had not been picked up.
- LAX Shop Steward Communications
- Responded to members emails and texts
- Unity Editorial Team
- Toys 4 Tots Virtual Campaign

Fact Finding/Step #2 Meetings

Primarily, all Fact Finding Meetings (including several that were waived) were regarding delay of flights and No Shows online.

Mark would like to thank Denese Deeley and Shelly Lefebvre for assisting him in the lounge. He would also like to thank Marek Tarnawski for attending Inflight Leaders visit since he could not be there.

Report From:	DEBM - MCO
Submitted Report:	
<p>DEBM/Executive Board</p> <ul style="list-style-type: none"> • Executive Board Meeting November 15-18 (In person-DAL) • Strategic planning with Josh Rosenberg and Corliss King - membership survey for Holiday Incentive Programs • Strategic Planning - Assaults won't fly • EC template - November EC • MCO/FLL EC • Followup with FA on leave and affected by online events • Q&A Members - Holiday Incentive and COVID Protocols clarification • EOOO - Nov 22-28 • Special Executive Board Meeting November 29 (Zoom) • Email Update to MCO Shop Stewards • Welcome email and outreach to approx 70 Flight Attendants transferring to MCO base • Monthly Flight Attendant Appreciation • Delegate for Central Florida AFL-CIO monthly meeting 	

Report From:	DEBM - MDW
Submitted Report:	
<p>Donna reports Fact-Finding and Step 2 Meetings in Chicago have lessened for the month of November. Donna attended the Executive Board Special Meeting on Nov. 11,2021. Donna attended the Executive Board Meeting November 15-17, Donna attended the Executive Board budget meeting November 29. Donna has been in contact with Shop Stewards during the month. Donna has been in contact with SWA Leadership during the month. Donna has worked with the Grievance team and the CTF team during the month answering phones and assisting with grievances. Donna coordinated the CISM and Health and Safety teams to produce the Assault letter that went out to the Membership and Danny Modelo and Jamie Simpson helped with the proofing of the document. Donna has been available to Members and assisted with differing situations over the course of the month.</p>	

Report From:	DEBM - OAK
Submitted Report:	
<p>Josh attended the Executive Board Meeting in November as well as special meetings in November and December. Josh attended strategic planning sessions with Mob/Org, Shop Steward, and Communications. Josh worked with TWU International on creating a campaign against assaults on airline workers. Josh met with Management at the Oakland base to discuss discipline trends and how to best serve our Flight Attendants.</p>	

Report From:	DEBM - PHX
Submitted Report:	
<ul style="list-style-type: none">• Attended November Executive Board Meeting 11/16-11/17• Did 2 Fact Finding Meetings• Wrote an E-Connection for December• Flew PAVQ 11/20/21, PS1T 11/25/21, PA92 12/5/21• Reviewed Grievances and Reports prior to the December Executive Board Meeting• Reviewed November Executive Board Meeting Minutes, 2 Executive Board Special Meeting Minutes, and associated Attendance Reports and Voting Recods• There are three new faces behind the Inflight Desk. Matt Edmondson and Mary Christie are two new Inflight Supervisors. Shelby Daley is our new Crew Base Coordinator.• On December 9, our KCM location moved.. The new KCM location is to the right of the previous location and is still on the west side of Terminal 4. The KCM location will be shared with American and staffed 24/7. Once going thru the KCM lane, make a left to go to the D gates. Our new “high D” concourse should open next summer with 8 additional gates and there will be a walkway connecting the D and A concourses, thus allowing passengers to only go thru security one time to have access to the A, B, C, and D concourse.• Continues to update the Coronavirus Task Force (CTF) document as necessary with pertinent information• Continues to stay in touch with the Executive Board, Shop Stewards, and the Membership via phone, email, text, or social media	

Report From:	President
Submitted Report:	
<p>President's Report December Executive Board Meeting</p> <ul style="list-style-type: none"> • October 10, 2021, Lyn attended two meetings to discuss Irregular Operations. • October 11, 2021, Lyn prepared for the October Executive Board monthly meeting. Lyn attended a Union Satellite Base Team meeting with the Satellite Base Team to review the latest data. • On October 12, 2021, Lyn chaired the October Executive Board Meeting. Lyn was excused from the EB meeting to attend a Vaccine Mandate update meeting with Vice President of Inflight Sonya Lacore, Senior Director of Labor Relations Brendan Conlon and 1st Vice President Michael Massoni. The meeting centered around the Company's actions pursuant to the Presidential Vaccine Mandate. • On October 12- 13th, 2021, Lyn chaired the October Executive Board Meeting. Lyn attended Vaccine Mandate update meeting with Vice President of Inflight Sonya Lacore and Senior Director of Labor Relations Brendan Conlon. Follow up meetings were held on October 13 and 14. • On Saturday, October 16, Lyn attended the biweekly conference call with the Southwest local TWU Presidents. Economist Dan Akins was present. The locals share similar issues at the negotiating tables and with Labor Relations. The meetings continue to be collaborative and productive. • October 18, 2021, Lyn attended the NT pre-session Prep Day meeting alongside the Negotiating Committee, International Vice President Thom McDaniel, Legal Counsel Lucas Middlebrook and Financial Advisor Dan Akins. Lyn also attended a Vaccine Mandate update meeting with Vice President of Inflight Sonya Lacore, Senior Director of Labor Relations Brendan Conlon and 1st Vice President Michael Massoni. • October 19, 2021, Lyn met with the Negotiating Committee team members Denny Sebesta, Joe Skotnik, LaShaye Hutchinson and Liz Howayeck. Lyn met with the Gentry Agency and was photographed for a D Magazine feature. • On October 20, 2021, Lyn met with TWU International Legal Counsel Denis Engle. Lyn attended a meeting with the Negotiating Committee Members. Lyn attended a Negotiating Session with Southwest alongside the Negotiating Committee. A Vaccine Mandate follow up meeting with SWA Vice President of Inflight Sonya Lacore, SWA Senior Director of Labor Relations Brendan Conlon, TWU 556 Negotiator Liz Howayeck, and TWU 556 LAX Domicile Executive Board Member/ Scheduling Committee Vice Chairperson Mark Torrez. Lyn also attended a meeting 	

with 2nd Vice President Corliss King and Board Member at Large Kay Hogan for MOB ORG planning.

- October 21, 2021, Lyn attended a Grievance Labor Meeting with SWA, a Negotiating Session with SWA, the Union Leadership Earnings Debrief and a meeting with Vice President of Inflight Sonya Lacore, Senior Director of Labor Relations Brendan Conlon and 1st Vice President Michael Massoni.
- October 22, 2021, Lyn met with 1st Vice President Michael Massoni, 2nd Vice President Corliss King and Legal Counsel Lucas Middlebrook regarding the Vaccine Mandate. Lyn also attended a SWA Negotiating Session and a Covid-19 Informational meeting.
- October 25, 2021, Lyn, Michael Massoni, Corliss King and legal counsel hosted a Membership webinar to educate and facilitate answers about the Vaccine Mandate.
- October 26, 2021, Lyn attended a meeting regarding the 10-hour rest rule with International Vice President Thom McDaniel, the Negotiating Committee and Legal Counsel Lucas Middlebrook. Lyn also participated in a meeting with Lee Stokes of Fidelity alongside Safety Vice Chair Jannah Dalak.
- October 27, 2021, Lyn hosted a Top 5 weekly catch up meeting, a settlement discussion meeting with Grievance Chair and Board Member at Large Gayle Ross Middleton and Grievance Discipline Coordinator Marcy Vinyard. Lyn attended a meeting regarding Public Commenting for FAA Reauthorization with Negotiating Committee Members. Lyn was interviewed by Ed "Flash" Ferenc of the America's Workforce podcast. Her segment was featured on November 1, 2021. It can be accessed with the following links.
 - <https://podcasts.apple.com/us/podcast/americas-work-force-union-podcast/id1511224946?i=1000540435174>
 - <https://americasworkforceradiopodcast.podbean.com/e/lyn-montgomery-transport-workers-union-local-556-tom-germuska-jr-the-labor-citizen/>
- October 28, 2021, Lyn attended a meeting with the Negotiating Committee regarding the 10 hour rest rule. Please see the NT report for more information.
- November 8, 2021, Lyn attended a preparation meeting for the 3rd Membership Meeting and later that day chaired the first session of the 3rd Membership Meeting.
- November 9, 2021, Lyn attended a meeting with Vice President of Inflight Sonya Lacore, Senior Director of Labor Relations Brendan Conlon, 1st Vice President Michael Massoni and Second Vice President Corliss King to be informed of a Holiday Incentive Plan. The three pushed for a more significant benefit, one better or equal to than other carriers. Later that day, Lyn attended a prep meeting for the 3rd Membership Meeting and chaired the second session of the 3rd Membership Meeting. Lyn applauds the Membership for approving the

Bylaw Committee's amendment to the TWU Local 556 bylaws. The bylaws have been sent to the International Administrative Committee for final approval.

- Lyn chaired a Special Meeting of the Executive Board on November 11, 2021.
- On November 14, 2021, the following email was sent to all Members.

"Many of you have seen the recent communication from Southwest Airlines regarding the "Holiday Incentive Program" that will be offered. The communication mentioned that "many departments have worked with their Unions to brainstorm creative solutions." While it is true that TWU Local 556 was advised about this program, many of our ideas that we heard directly from Members, were not included in the final program. Let us be completely clear, while we believe that an incentive program is a step in the right direction, the TWU Local 556 Executive Board believes that our Flight Attendants deserve the most generous program in the industry. This current one falls short of that goal and even falls short of being as generous as programs offered to other Southwest Airlines workgroups. We are committed to continuing to work with the Company to add additional incentives throughout the holiday season.

TWU Local 556's involvement and asks regarding the "Holiday Incentive Program"

On November 8, TWU Local 556 Leadership was invited to discuss an incentive program with Southwest Airlines. It was framed as a way to incentivize working through the holidays and as a "thank you" to employees. The initial idea from the company was to offer "E-Pass" travel. This sort of travel is not as convenient to book and would only be available to the specific employee and would not be transferable. We believed, AT MINIMUM, that our Members deserved something that was more flexible and that did not have to be specifically related to a "pass program." They took those concerns to heart and we agreed that Rapid Reward points would be more beneficial than "E-Passes." Your Union also made it clear that we want to further discuss MONETARY incentive programs throughout the holidays. The Company assured us that hearing our input on an initial program would not preclude us from discussing more incentives in the near future and that they were open to those discussions. Southwest also made it clear that this was a company-wide incentive program that would be released with or without our input or agreement.

It should be noted that TWU Local 556 was not made aware of the actual amount of Rapid Reward points offered until the evening of November 12. We were also not made aware of a second incentive program that other workgroups were offered that actually added monetary incentives to work over the holidays. This was incredibly disappointing to our Union. If this program was designed to be, in part, a "thank you," it can only make our Members feel as Southwest Airlines is not as thankful for their Flight Attendants as they are for other workgroups. We firmly believe, as I'm sure all our Members do, that

all workgroups, especially "front line" workgroups, should be "thanked" equally during this unprecedented time.

You may be asking yourself, "Why would my Union agree to this incentive program?"

Anytime Southwest Airlines releases a program or initiative, it is imperative that they discuss it with TWU Local 556 as a voice for our Members. We have to keep these lines of communication open. Anything less than an open and honest discussion with us is unacceptable. While we acknowledge that we were informed of the program and given some opportunity to discuss it, albeit, within days of it being announced. It was unfortunate that many of the ideas and desires of our Flight Attendants were not put into the program. We DO NOT AGREE that this should be the final incentive program. We firmly believe that this should be the first step. As the TWU Local 556 Executive Board discussed this agreement shortly before it was announced, the tone was not excited and optimistic for this agreement. It was one of frustration and apprehension as we knew this is not what our Members deserved. We are sure that over the next few days Southwest Airlines will become well aware that our Members agree with us that this program falls short for our industry and especially for our workgroup.

Continuing Efforts

We continue to implore Southwest Airlines to look at other programs offered in the industry as well as listen to our Union, as we are bringing ideas that are brought to us by the Membership. We are committed to working with the Company anytime there is an opportunity to improve the quality of life for our Members. Our first and most obvious demand is to provide all the incentives to our workgroup as were provided to any other workgroups at Southwest Airlines.

What YOU can do

We know this program was more insensitive to our Flight Attendants than an incentive to work. Early next week, we will be sending out a short survey. Please take a few minutes to fill it out. We plan to take the results to Management during our continued conversations about this program. We want to use your direct words and feedback to let them know how far off the mark this program is.

Your Union is aware that coming to work and being a Southwest Airlines Flight Attendant has never been more difficult, frustrating, and sometimes demoralizing. Our hope was that in what could be described as the hardest time in our history, Southwest would have stepped up and delivered an amazing program that would have boosted morale and made us all feel like we did that first day we had our wings pinned on. Please know that your Union knows you deserve more and will continue to remind management that if morale is to ever

turn around, they need to really step back and listen to their employees once again.

Thank you for everything you have done, and continue to do.

In Unity,

TWU Local 556 Executive Board

- Lyn requested a meeting with Vice President of Inflight Sonya Lacore to discuss the low morale of Flight Attendants and suggested offering more incentives for the Flight Attendants during the Holiday Season. President Montgomery, Vice President Massoni and Second Vice President Corliss King continued to press for better solutions to low morale and to help the operation during the busy holiday season. Meetings were held on November 15 and 18.
- On November 16, TWU Local submitted a survey via email to all Members. The survey helped provide the data needed to show that Flight Attendants needed a better program. Lyn thanks the Membership for their high response rate to the survey. On November 18, the local sent the following:

We are thrilled with the overwhelming response to our survey. While the survey remains open until Friday, November 19 at 2200 CT, the initial results were clear. We took them directly to Management and proved that your Union Leadership echoed the very needs of our Members. They could not deny what you envision to be a reasonable and true incentive. It is because you acted when called upon that we were able to validate that what we were bringing to the table from the beginning was indeed the voice of this Membership.

Your Union leaders have met with Sonya several times this week in search of solutions and a clear path to an incentive program that respects the very challenging conditions we are working under and our contribution to our Company's bottom line. We feel that these talks have been productive, and we will continue to meet and bring forward the will of the Membership. Please encourage people who have not completed the survey to do so before it closes.

While we continue talks, know that your Union is committed to reiterating that our Members deserve to be treated with dignity and respect.

Our collective voice is what forces transformation. Never forget that you are the Union.

- November 16, Lyn led a Negotiating Session. (Please see the NT report for more information) Lyn was excused from the Executive Board meeting for this Union negotiating business.
- November 17, Lyn was excused from the November Executive Board Meeting due to a personal illness.

- On November 19, President Montgomery and 1st Vice President Michael Massoni attended a meeting to discuss the California Crew and Rest Break law.
- Lyn attended a meeting with Labor Relations Directors Dan Kusek and Meggan Jones. Present for the Union also included Gayle Middleton and Mary Vinyard. Due to ongoing issues with Labor Relations changing the status quo of our contract language, President Montgomery suggested the parties hold an in person whiteboard meeting to discuss solutions. The meeting was held on December 9 at SWA headquarters. The meeting sought to resolve issues concerning the timeframes for cases involving no intent to fly, file requests, and other ongoing topics of concern. In preparation for the meeting, Lyn Montgomery, Gayle Middleton, Denny Sebesta and Marcy Vineyard met to review timeframe history, arbitration decisions on timeframes and past negotiation notes. Present at the meeting for the Company were Dan Kusek and Meggan Jones, for the Union Lyn Montgomery, Gayle Middleton, Denny Sebesta and Marcy Vinyard. Settlements to return intent to fly terminations will result from the meeting. We agreed to meet again on January 6. The discussions will also aid us in understanding needs to be addressed at the Negotiating table in Article 19 and 20. The meeting concept was productive and resourceful.
- November 20, 2021 Lyn worked with CISM and communications concerning Atlanta and El Paso incidents that impacted our workgroup.
- November 23, the following email was promulgated.

We wanted to take a moment and thank you for your overwhelming response to our holiday incentive program survey. We received a high volume of responses from you in less than 48 hours of launching our survey. That response allowed us to share with Inflight Leadership what we believed was a fair financial incentive compared to other departments and our colleagues throughout the industry.

President Lyn Montgomery, 1st Vice President Michael Massoni, and 2nd Vice President Corliss King held a series of meetings with Management to encourage an additional financial incentive for our Members. In quantified data, we were able to show that what we had communicated all along would properly recognize you for continuing to go above and beyond in what we all know are extremely trying times. Management responded with an unprecedented holiday incentive program that rightly values our contribution to the operation as Southwest Airlines most customer-facing department. We appreciate their willingness recognize our Members.

This holiday incentive program is innovative because it allows a comprehensive benefit without sacrifice to our flexibility. It has one component that we are most pleased with, it gives recognition to those that sit Reserve for their hard work with a premium of three (3) additional TFP per day. It has been a challenge for your Executive Board and Management to agree on an appropriate premium for our Reserves, who consistently have missed premium

pay opportunities throughout this pandemic. We believe this meets the goal of recognizing our entire Membership when we need it most. So whether you work your line, have Reserve, pick up from open time or help out your fellow crew by picking up from trip trade giveaway, we all benefit equally.

As we celebrate this holiday season and our collective win, we have two requests. First is that you take a moment to celebrate yourselves, whether at home, with your family, or on the road with your TWU family. We have managed to shine through some extremely trying times. For that, we thank you. Second, is that you display your TWU Union pin prominently and proudly. Your collective voice rallying with us by responding to our call to action made this happen.

YOU are the Union, and together, WE are TWU Local 556.

- On November 23, 2021 Lyn was interviewed by Natalie Allen which aired on Newsy Live.
- On Thanksgiving Day Lyn sent the following message

Thanksgiving 2021 is upon us. The '20's brought a perspective to what we are thankful for, such as a fully stocked grocery shelf, fresh air on a maskless face, being with family without fear of health concerns, and working in a peaceful, friendly environment.

For me, I give personal thanks this year to the team members I work with each and every day. A special thanks to the TWU Local 556 Executive Board and the TWU Local 556 Committees who work together to support, advocate, and create positive change for our Union Members. More than ever before, Officers and Committees are combining their talents, experience, and foresight while respectfully bringing the voice of the Membership forward.

My fondest thanks is to all of you, the Members of TWU Local 556, I am thankful to have the opportunity to serve each and every one of you. Your support, input, and ability to come together when needed will keep us Union Strong.

Happy Thanksgiving, TWU Local 556, please be safe as you work and travel. Thank you for being the face of Southwest Airlines.

- November 29, 2021, Lyn was excused from the Executive Board Special Meeting to prepare for a four day negotiating session with Management. Lyn was in negotiations November 30- 3. See the NT report for more information.
- On Monday December 4, Lyn and the Health and Safety Committee met with executives of CUE , a testing Company that offers at home convenient testing for COVID.
- December 4, Lyn attended a LODO Subcommittee Meeting. Present at the meeting for the Company was Kevin Clark, Kevin Allen, Ann Oh, and Aaron Jeffcoats. For the Union was the LODO Subcommittee Lyn

Montgomery, LaShaye Hutchinson, Gisela Alvarez, Egda Alexander and grievance team contributors Gayle Middleton and Brandon Hillhouse. Gisela Alvarez will be joining the team replacing Egda Alexander. We thank Egda for her dedicated service. She has been a valuable resource for TWU Local 556. We will miss her but understand her desire to have less to do items in her life. The team discussed making improvements to the program, current grievances, bidding timelines, technology, Cuba flights, emergency PA in Spanish and other matters. The Union will begin to send regular updates to the LODO community after LODO meetings.

- Lyn was interviewed by Joseph Guinto of Texas Monthly. The piece will be about Bob Jones taking over for Gary Kelly.
- On December 10, Lyn led an all-day Negotiating Committee session with the Company concerning the FAA ten-hour rest rule.
- Saturday, December 4, Lyn attended the Bi-Weekly Southwest TWU President's meeting.

Report From:	Recording Secretary
Submitted Report:	
<p>November 2021</p> <ul style="list-style-type: none"> • Membership Pre-Meetings - November 8-9, 2021 • Membership Meetings - November 8-9, 2021 • Executive Board Special Meeting - November 11, 2021 • Executive Board Meeting - November 16-17, 2021 • Veterans Video Call - November 19, 2021 • Assisted Tech Services with Board of Election On-Boarding and Off-Boarding • Coordinated Board of Election Transfer of Knowledge between 2018-2021 and 2021-2024 BOE • Executive Board Special Meeting - November 29, 2021 • Assisted with December 2021 Unity Magazine • Top 5 Call: <ul style="list-style-type: none"> ○ November 30, 2021 • Communications/Publications 	

Report From:

Vice President - 1

Submitted Report:

December 2021 1st Vice President's Report

- On Tuesday, November 9, 2021, Michael met with President Lyn Montgomery, 2nd Vice President Corliss King, Vice President of Inflight Sonya Lacore and Senior Director of Labor Relations Brendan Conlon to discuss the Flight Attendant Holiday Incentive Plan. Later that day Michael chaired day two of the 2021 3rd Membership Meeting.
- Wednesday, November 10, 2021, Michael attended Go-Team Training with Safety Vice Chair Jannah Dalak and Health Chair Michele Moore.
- Thursday, November 11, 2021, Michael attended a Special Session Executive Board Meeting. Michael also attended the weekly Health and Safety Regulatory meeting with Senior Director of Inflight Safety and Regulatory Compliance Steve Murtoff, Manager Inflight Safety Standards and Regulatory Compliance Dominick Renteria, Senior Manager Safety Standards and Regulatory Compliance Tom Raffalski, Health Chair Michele Moore and Safety Vice Chair Jannah Dalak. Michael also attended a meeting with Chief Executive Officer Gary Kelly, Vice President of Flight Operations Bob Waltz and Safety Vice Chair Jannah Dalak to discuss Safety Concerns in regards to CRM. Later that evening Michael returned to Phoenix.
- Friday, November 12, 2021, Michael attended the Joint CMO Labor/SWA Safety Meeting with Health Chair Michele Moore and Safety Vice Chair Jannah Dalak.
- Monday, November 15, 2021, Michael traveled to Dallas for the November Executive Board Meeting. Michael also attended a meeting on Flight Attendant Morale with President Lyn Montgomery, 2nd Vice President Corliss King, Vice President of Inflight Sonya Lacore and Senior Director of Labor Relations Brendan Conlon.
- Tuesday, November 16, 2021, Michael chaired the first day of the November Executive Board Monthly Meeting.

- Wednesday, November 17, 2021, Michael chaired day two of the November Executive Board Meeting.
- Thursday, November 18, 2021, Michael attended the weekly Health and Safety Regulatory meeting with Senior Director of Inflight Safety and Regulatory Compliance Steve Murtoff, Manager Inflight Safety Standards and Regulatory Compliance Dominick Renteria, Senior Manager Safety Standards and Regulatory Compliance Tom Raffalski, Health Chair Michele Moore and Safety Vice Chair Jannah Dalak. Later that day Michael returned to Phoenix.
- Friday, November 26, 2021, Michael attended a Flight Attendant Assault Meeting to discuss a Membership Communication; also in attendance were Domicile Executive Board Members Donna Keith, Jamie Simpson, Danny Modelo, CISM Chair Eileen Rodriguez, Health Chair Michele Moore and Safety Vice Chair Jannah Dalak.
- Saturday, November 27, 2021, Michael attended a meeting to discuss Proclamation and TSA SD.
- Monday, November 29, 2021, Michael attended a Special Executive Board Session.
- Wednesday, December 1, 2021, Michael attended the Top 5 Weekly Catch up Meeting. Later that day Michael attended the Mask Mandate Update (embargoed labor notification).
- Thursday, December 2, 2021, Michael attended the weekly Health and Safety Regulatory meeting with Senior Director of Inflight Safety and Regulatory Compliance Steve Murtoff, Manager Inflight Safety Standards and Regulatory Compliance Dominick Renteria, Senior Manager Safety Standards and Regulatory Compliance Tom Raffalski, Health Chair Michele Moore and Safety Vice Chair Jannah Dalak.
- Monday, December 6, 2021, Michael traveled to Dallas. Michael attended a meeting with CUE Health alongside President Lyn Montgomery and Safety Vice Chair Jannah Dalak.
- Wednesday, December 8, 2021, Michael attended the Top 5 Weekly Catch up meeting. Later that day Michael attended a meeting with President Lyn Montgomery and Financial Treasurer Melissa Leyva-Trujillo.
- Thursday, December 9, 2021, Michael attended a meeting with Safety Chair Jannah Dalak, Lee Stokes of Fidelity of Texas regarding a Mylo Introduction and

Demonstration. Michael also attended the weekly Health and Safety Regulatory meeting with Senior Director of Inflight Safety and Regulatory Compliance Steve Murtoff, Manager Inflight Safety Standards and Regulatory Compliance Dominick Renteria, Senior Manager Safety Standards and Regulatory Compliance Tom Raffalski, Health Chair Michele Moore and Safety Vice Chair Jannah Dalak.

- Monday, December 13, 2021, Michael attended the Inflight ASAP Monthly Touchpoint Meeting.

Report From:	Vice President - 2
Submitted Report:	
<p>The majority of time since our last board meeting was spent largely between the work in Illinois for the Sick Leave Act legislation, in meetings with management regarding the holiday incentive and Mob/Org for our Union education project. There were additional projects and duties as needed and general Membership service throughout the month.</p>	