



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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FEBRUARY 2022 OFFICERS REPORTS

Report From:	BMAL
Submitted Report:	
BMAL Report - Kristen Loucks • Worked full-time assisting the Grievance Team the month of January • Attended Executive Boards • Attended Covid-19 Grievance Meeting with management	

Report From:	BMAL
Submitted Report:	
During the month of January Kay continued to work as part of the CTF Team. January 5th Kay attended a special Executive Board Meeting, January 10th Kay attended GRC, January 11 & 12 Kay attended the Executive Board Meeting, January 17th Kay attended Recurrent Training, January 24 - 30 Kay was Emergency Officer On Call and January 26th Kay was a panelist for the TWU Local 556 Town Hall as part of the CTF Team.	

Report From:	BMAL
Submitted Report:	
<u>Officer Report January 2022 E.B.</u> <u>Gayle Ross Middleton: Board Member at Large</u> • During December, Gayle continued her work as Grievance Chairperson for TWU Local 556: including meetings with the CTF, Base Operations, Scheduling, Office Manager, and the Grievance Team. • Continued COVID-19 work with Members of the COVID-19 Task Force. Weekly calls with the CTF and SWA Director, Rachel Loudermilk. • January 5th and 6th attended the Executive Board Special Meeting. • January 6th Lyn Montgomery, Marcy Vinyard, Denny Sebesta, and Gayle met with members of SWA Labor to discuss Grievance issues. • January 10th, GRC met. • Attended the Executive Board monthly meeting January 11-12, 2022. • Kay Hogan and Gayle contacted the Not to Proceeds from the EB meeting. • January 18th met to discuss IL Leave. • Attended the NT webinar on the 19th. • Monthly Grievance meeting with SWA Labor was held January 20, 2022, to discuss Dec 2021 and Jan 2022 cases. • Weekly meetings with Grievance Leaders and Grievance Team. • Participated in the TWU 556 Town Hall January 26th. • Numerous Prep session for BOA held January 27, 2022. Mark Torrez sat first chair and did a great job. Gayle sat 2nd chair. The case deadlocked. Gayle negotiated a settlement a few days later.	

Report From:	BMAL
Submitted Report:	

Report From:	BMAL
Submitted Report:	
February 2022 Executive Board Meeting – BMAL January 2022 – January 5, 2022 – Special Executive Board Meeting 1-5 pm CST January 6, 2022 - Special Executive Board Meeting 3-6 pm CST January 11-12, 2022 – Executive Board Meeting - Zoom COPE – 2022 (Council on Political Education) January 19, 2022 - Attended Texas State Executive Board Meeting VP District 7 *Renda Marsh - TWU 556 - COPE Fund Presentation - COPEcall January 20, 2021 -Dallas AFL- CIO Central Labor Council Executive Board Meeting - Break Out Session Dallas AFL- CIO Central Labor Council Affiliate Delegate Member Meeting -Break Out Session January 26, 2022 - TWU 556 Working Women's Meeting See Committee Report 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 Texas COPE 2022 – Council on Political Education - Submission - Renda Marsh As with any COPE Convention - there are so many moving parts all at the same time. Many of the attendees are running double delegate duty and serving on panels, presenting and filling in where necessary to make the convention run as smoothly as possible. Unfortunately, Covid 19, intervened and the Convention was moved to a virtual format. Nonetheless, we Unionid on and the time we spent together was valuable and productive. This Convention was fortunate to have many respected speakers imparting their wisdom, plans, and projects supporting Labor and the betterment of the working class. Beto O’Rourke - Gubernatorial Candidate Randi Weingarten - President AFT Liz Shuler – AFL-CIO President	

Attorney General Debate

With the election season upon the nation, the Drafting Committee met to discuss many facets of our supporters and how true to the cause of Labor, and their history and past choices Renda Marsh serves to represent TWU 556 on the Drafting Committee.

Resolutions are made at each convention and the Resolutions Committee met to discuss, vet, and present the proposed resolutions to the Convention Body for a proper vote.

We are thankful for Thom McDaniel and Latonia Paul-Benoit who both serve on this vital committee.

This COPE Convention a resolution was presented regarding Transport Assaults – Aviation

13) Resolution Against Physical Assaults and Mistreatment

On May 23, 2021, a Southwest Airlines flight attendant was attacked by a passenger, lost two teeth and suffered other injuries to her face. On May 24, a JetBlue passenger had to be restrained with zip ties after he threw his carry-on luggage, laid down in the aisle, refused to get up, grabbed a flight attendant by the ankles and stuck his head up her skirt. On a recent Allegiant Airlines flight, it took five people, including three flight attendants, to tie down a passenger with 10 seat belt extensions. One flight attendant had bruises on her ribs from being kicked and another was a bit on the breast by the enraged passenger. Every day, flight attendants and airport workers across the industry are victims of physical and verbal harassment. In 2021, passenger misconduct reports to the FAA skyrocketed 4000 percent to nearly 6,000 incidents with 4290 mask-mandate related. In the same year, Southwest Airlines flight attendants reported an alarming 477 incidents of passenger misconduct over a one-month period. Mismanagement by bosses is exacerbating this crisis. Flight attendants and airport workers have been pushed to the brink by airline and airport management's poor preparation for the recovery from the economic downturn. Flight attendants and airport workers are suffering from excessive duty days, constant schedule changes, fatigue, COVID-19 infections, and threats of discipline for using their earned sick time.

Facemask disputes, frustration over delays and cancellations, and pent-up anger from the pandemic are all commonly cited reasons for the surge in violence in airports and on aircraft and in airports. When misconduct is reported, airlines often simply remove offenders from one flight only to put them on the next one. There is no excuse for allowing this abuse to continue. While the FAA issued a zero-tolerance policy on passenger misconduct and levied over one million dollars in fines to passengers, only a small number of the cases have been referred for prosecution. More must be done to protect flight attendants and all airline workers.

NOW, THEREFORE, BE IT

RESOLVED, that the 2022 Texas AFL-CIO COPE Convention calls for the following actions to prevent assaults on America's flight attendants and all airport workers:

Seek federal legislation to include an industry-wide permanent banned passenger list no-fly list for passengers convicted of assaulting flight crews or airline employees

Work with state and local lawmakers to elevate the penalties for assaulting airline workers and deter would-be perpetrators

Prohibit serving alcohol on domestic flights and study a ban on alcohol sales in passenger terminals

Demand that the Department of Justice, airlines, and airports file criminal charges whenever there is any incident of passenger misconduct or assault aboard commercial airlines or in airports

Require that flight attendant self-defense training be paid and mandatory

Permanently change mandatory airline announcements to inform passengers that misconduct or assault will result in criminal prosecution and fines

Require airports to be staffed with visible security officers in passenger check-in and gate areas

Expand the Federal Air Marshal Service to increase the number of flights with an armed Air Marshal, and BE IT FINALLY

RESOLVED, that a copy of this resolution be sent to Transportation Secretary Pete Buttigieg, FAA Administrator Stephen Dickson, Attorney General Merrick Garland, and the appropriate Chairs and Ranking Members of the House and Senate Committees and Subcommittees dealing with the safety of our nation's commercial air carriers.

Violence against our Members is never acceptable. We call on the Texas State AFL-CIO COPE Convention to stand together and send the strongest message that assaults on airline workers won't fly.

A full list of the Resolutions can be found on the Texas AFL-CIO Webpage.
<https://www.texasaflcio.org/COPE-2022-Resolutions>

Next on the agenda:

National AFL-CIO Convention

June 12, 2022, - June 15, 2022 - Philadelphia, PA

TWU Texas/Oklahoma State Conference Meeting - Submission - Renda Marsh

February 2, 2022

The meeting opens - Call to order

11:19 AM CST - Renda Marsh was sworn in as a Vice President District 7.

Discussions

The 7.1-billion-dollar Housing Investment Trust

Welch WV - McDowell County and the project for affordable housing for Teachers.

Texas COPE 2022

Again, Resolution 13 was an in-depth conversation.

Excited to bring this and many other resolutions to the National Convention in June 2022.

Caucus

Endorsement discussions and upcoming elections

Report From:	BMAL
Submitted Report:	
Officer Report for February 2022 — Charla Miller, Board Member at Large • Assisted the Flight Attendant Drug and Alcohol Program (FADAP) Committee Chairperson as needed. In addition to assisting with ongoing projects, prepped for continued work on a Second Chance Program proposal. • Assisted the Grievance Team with phone and chat coverage. • Participated with the Grievance Review Committee. • Attended Executive Board meetings. • Attended the Membership Town Hall. • Worked with the Allied Pilots Association (APA STOP) Strike Team for TWU Local 556 participation in their informational pickets. • Provided labor news, industry news, and systemwide hot topic briefs to President Lyn, and assisted in special projects and tasks, as assigned. • Assisted Members via phone calls, texts, and emails.	

Report From:	DEBM - ATL
Submitted Report:	
<u>Atlanta Domicile Executive Board Member Report</u> January 2022 Executive Board • Assisted Grievance Team – January 1st – January 31st • Emergency Officer on Call – January 3rd – 9th • Executive Board Conference Call – January 5th & January 6th • Grievance Review Committee – January 10th • Attended Executive Board Meeting (Virtual) – January 11th & January 12th • FLOC email for letters of interest sent out to membership January 17th • Emergency Officer on Call – January 31st Domicile Executive Board Member • Meeting with ATL Base Leadership – January 5th & January 19th • Glass case updated Human Trafficking • Assisted the Supplemental Insurance Representative with access to the Base • Zoomcast 10 hour rest rule – January 19th • Membership Townhall January 26th Fact Finding/Step II Meetings - 0	

Report From:	DEBM - BWI
Submitted Report:	
<u>Baltimore Domicile Executive Board Member Report</u> January 2022 Executive Board • Attended Executive Board Meeting (Virtual) – 1/11 – 1//12 • Executive Board Conference Call – 1/5 – 1/6 • Met with Marwyn Hughes District #1 Area Rep 555 – 2/2 • Meeting with Management on BOAT – 2/3 • President and DEBM Meeting – 2/4 • Membership Meeting – 2/8 • Chair of the TWU District of Columbia Maryland Virginia State Conference Domicile Executive Board Member Met with BWI Management (Topics Discussed) • Topics that BWI Members have brought to my concerns. • Current FF/Step #2 Meetings • Concerns with BWI Parking Safety • Waiting List for Parking Decal • Procedural Changes in 2022 • Overall State of Flight Attendants Baltimore Glass Case • Human Trafficking • Black History Month Baltimore E-Connection • Baltimore Grievance Report • New Year Reminders • Baltimore Employee Parking • Baltimore Station Operation • Supplemental Insurance • Join Me on Facebook Fact Finding/Step #2 Meetings - January • Fact Finding – 7 • Step #2 – 5	

Report From:	DEBM - DEN
Submitted Report:	
February DEN DEBM Report, Jamie Simpson • 1/10 Attended Grievance Review Committee • 1/12-13 Attended Executive Boards (All virtual) • 1/14,21,28, 2/11 Attended Colorado AFL-CIO Legislative Committee • 1/19 Attended LOA meeting • 1/24 Assisted Supplemental Insurance Representative set up in lounge • 1/25 Attended NV/AZ/CO State Conference • 1/26 Attended Denver Area Labor Federation • 2/8 Attended Membership Meeting Jamie stocked the Red rack and kept the glass case updated. Jamie represented several members in their Fact Finding meetings, Step Two's and Employee Relations meetings. She met with DEN management several times throughout the month and is working closely with them to ensure our lounge move will be as painless as possible, while also addressing members' concerns. Jamie also met with the DEN Chief Pilots to continue our good working relationship and discuss members' concerns.	

Report From:	DEBM - HOU
Submitted Report:	
David reports he attended the Executive Board Meeting via Zoom on January 11-12. David attended the Membership Townhall virtually on January 20 and the Membership Meeting on February 8. Houston Inflight Management held very few mandatory meetings in January and early February. David met with Houston Inflight Management several times over the last month to discuss grievances and weather related issues affecting the base. David distributed Black History Month Union Pins and updated the glass case and red rack. David remained in constant contact with the Executive Board and Inflight Management.	

Report From:	DEBM - LAS
Submitted Report:	
Bryan Orozco reported that he followed up with email and calls. He attended the NV AFL-CIO meeting, login into the town hall zoom and login into the NV/AZ/CO TWU state conference. Returned cals and emails to LAS based members. Bryan updated the union glass case and did a lounge/airport day. Bryan also had conferences calls with base manager Brandon and a visit with assist base manger Patrica.	

Report From:	DEBM - LAX
Submitted Report:	
<u>Los Angeles Domicile Executive Board Member Report</u> February 2022 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: • Human Trafficking • LSCK days • Minimum Crew • Scheduling/Bidding • Parking Concerns • CA Covid Pay extension Executive Board • Flew pairings XA6S 2/7-2/9 • Attended Executive Board Meeting 01/11-01/12 • Attended 10 hour rest Town Hall 01/19 • Attended Membership Meeting 02/08 • Attended Ops Update Meeting 02/02 • Attended Primary Line Writing 01/30 - 01/31 • Attended VR Line Writing 02/10 • Sent out eConnection 01/25 • Met with LODO committee re: potential LODO Line Writing 02/10 • Attended the DEBM meeting with President Montgomery on 02/04 • Emergency Officer On Call 02/07-02/13 • Worked with Scheduling Committee Chair Xander Ricker on several issues including New Hires Schedules, identifying NH pairings, VR line ratios, Line Test, Pairing generation goals. Domicile Executive Board Member • Met with LAX Management (Topics Discussed) ○ Monthly FF/Step II Meetings ○ Base Staffing • Distributed requested Union Pins • Red Rack and Glass Case update • CHRC bulletin board postings for Black History Month • Responded to members emails and texts • Super Bowl Human Trafficking Campaign Fact Finding/Step #2 Meetings	

New trend for Fact Finding Meetings surrounds Class II #13 "Unprofessional Behavior."

Report From:	DEBM - MCO
Submitted Report:	
• Meet with Base Manager Val Feijhoo for updates • Base visit/crew appreciation • Participate in GRC January 10 • Attend Monthly Board via ZOOM January 11, 12 • Coordinate with Grievance for schedule issues (no-show removal) • Special meeting "Assaults won't Fly" campaign • Fact-Finding meetings and step 2 meetings • DEBM round table discussion • Handled calls, messages on IROPS during weather disruptions • Assist Supplemental Insurance set up. • Assist Members with questions and information • Newsletter for recent transfers to MCO • COVID questions regarding pay and pulls • Coordinate/Authored global EC as an option for DEBM publication • Glass case update - insurance schedule, Human trafficking • DEBM meeting with Lyn • Record Improvement plans with FAs • LODO committee/subcommittee meeting	

Report From:	DEBM - MDW
Submitted Report:	
Donna reports there have been FF and Step 2 Meetings in the Base for various reasons. Donna has assisted Shop Stewards with their cases throughout the month. Donna attended a special Executive Board meeting on the 5th and 6th of January. Donna Participated in the GRC process on January 10th. Donna attended the Executive Board monthly meeting on January 11 and 12. Throughout the month of January Donna has continued to assist the office staff answering phones on a daily basis. Donna has been in contact with the Chicago Base Leadership to discuss issues in the base and issues concerning Flight Attendants. Donna has been available to Flight Attendants by phone, text, and email.	

Report From:	DEBM - OAK
Submitted Report:	
Josh attended the January Executive Board Meeting. Josh also co-hosted the zoomcast focused on probationaries and reserve along with the Education Committee. Josh spent time in the Oakland Base talking to Flight Attendants and Base Leadership. Josh is happy to report that disciplinary meetings are relatively low.	

Report From:	DEBM - PHX
Submitted Report:	
• Attended January Executive Board Meeting 1/11-1/12 • Flew PATE 1/16, PB35 1/21, PS3A 1/27, PS5P 2/4 • Wrote an E-Connection for February • Placed Black History Month poster in the glass case • Attended the Membership Meeting on 2/8 • Sat on Grievance Review Committee on 2/14 • Reviewed Grievances, Board and Committee Reports, Executive Board Meeting Minutes, Voting Record, Attendance Report, and Financial Statement prior to the February Executive Board Meeting • 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:	
• January 6, 2022, Lyn addressed the Members with a video message at the start of the new year. https://vimeo.com/manage/videos/662763245/6bae29dcbf <i>Transcript</i> <i>"2022 has arrived. 2021 is now behind us as we are now fully into the decade of the 20's. We all looked forward to saying goodbye to the year 2020, yet 2021 may not have given us the relief we had anticipated. Now it's 2022, and it feels like a rinse and repeat.</i> <i>But through it all, TWU Local 556 has led. In May of 2021, a new Executive Board began its term, and a new era at 556 began. With increased stability, strength, and the ability to work together effectively, TWU Local 556 transitioned into the new term while advocating and representing the Members throughout the pandemic.</i> <i>We began our new term with a strategic planning session where we determined goals to get the new term started off focused on Member issues and important new term requirements. Consistent communication and respect for one another and the ability to debate effectively have been a core value of the 2021-2024 Executive Board, and I am proud to report that the strength of this board is bar none, unlike we have seen in recent years.</i> <i>With a new term came many action items and responsibilities; we elected new Shop Stewards and held a Shop Steward training, appointed and trained Committee Chairs, held an election for Delegates to the TWU International Convention, attended the TWU International Convention and serving as Delegates, approving resolutions and advocating for 556 Members on a global level.</i> <i>The Bylaw Committee wrote and proposed a new set of bylaws to ensure the Local's bylaws are in compliance with the International Constitution, an issue plaguing the Local since before 2015. The Membership approved this draft at the Third Membership Meeting of 2021. This milestone accomplishment will position TWU Local 556 to better advocate for its members and create a solid governing document that will enable our local to thrive.</i> <i>It is important to note that TWU Local 556 has had to deal with unprecedented crisis after crisis, since the MAX 8 grounding to impact of the COVID-19 pandemic, adding to that we are enduring the highest level of assaults on Flight Attendants in aviation history, and experiencing more operational issues and</i>	

Company imposed Emergency Sick Call Procedures (ESCP) than ever before, We are fighting back. We entered into survival mode; a mode used often these days at Local 556.

If you remember in 2020, we fought through Southwest Airlines' first major financial losses, creating a need to temporarily change our strategy at the Negotiating table to fight to simply maintain our current pay and work rules. We aided both Flight Attendants and the Company when we lobbied for and passed the Payroll Support Program ensuring all Flight Attendants would be paid and employed, we passed this legislation not just once but three (3) times. We survived last year's demand for 10 percent pay cuts that would have had lasting effects on future pay raises and our ability to provide for our families and loved ones. We fought off the threat of furloughs when the Company rushed to use layoffs as a cure to the temporary impact on travel. A COVID-19 Task Force was created to aid Flight Attendants suffering from COVID-19 issues and exposures. We secured a Letter of Agreement designed to protect Flight Attendants who contracted or were exposed to COVID-19 during the course of their service to Southwest Airlines.

A year later, we are still in survival mode; the year started off with us having to fight for Flight Attendants to be permitted higher priority access to vaccines. We have been fighting to maintain the COVID-19 Letter of Agreement negotiated in 2020 to give as much protection as possible if a Flight Attendant was exposed during the course of service to Southwest. We have filed grievances when the Company has violated the agreement or our Collective Bargaining Agreement. We filed a grievance under Article 25: Health and Safety on behalf of the entire workforce to cure safety violations related to COVID-19.

And before the year came to a close, President Biden's vaccine mandate placed the burden of a pandemic solution on the backs of workers. We stood against the termination of those workers seeking better resolutions than comply or be terminated. Our demand was met as no Flight Attendant will be terminated, however there is still much work to be done. At the same time, we have been fighting for equal treatment of all Flight Attendants while also ensuring that the Company provides the safest possible working environment for all Flight Attendants, which may need to include proper testing and isolation when exposed. The COVID-19 Task Force created by TWU Local 556 in 2020 is hard at work resolving both global and individual issues deriving from COVID-19 and the constant changes in both Company and CDC guidelines.

TWU Local 556 has attacked back on attacks on Flight Attendants. Effectively utilizing the power of the media, including ABC, BBC, CBS, CNN, FOX and other major world wide news networks. Our media campaign has generated national attention, leading to legislation increasing the fines and increasing the number of prosecutions. Our Assault Won't Fly campaign is dedicated to eradicating these horrific events through including, but not limited to

demanding more air marshals, uniformed security in gate areas and boarding ramps, and curtailing the sale of alcohol on board and in gate areas. The attention given to the matter was apparent when President Biden himself denounced the actions of abusers during a public address.

We have not stood idly by and permitted the constant calling of Emergency Sick Call Procedures. We have taken strong and deliberate action to stop the use of ESCP, which erodes our contractual rights under Article 32: Attendance Policy, and punishes the sick and injured. We have filed a group grievance on behalf of all Members, and while the case goes through the appeal process, we have been fighting for improvements to current procedures. We have been successful in helping Flight Attendants with issues and concerns due to the ESCP, and we won't stop.

We have fought and gained better leave laws in two key states Colorado and Illinois to allow us to be absent from work due to family or personal illness. We will continue this fight in other states and ensure the laws are properly enacted as we have done in California, taking the Company's misapplication of the law to court. TWU local 556 has a strong legislative presence and fights for you.

At the Negotiating table as Lead Negotiator, I can tell you, your Negotiating Team has not stopped working through this all. We have maintained constant communication with Members with surveys, professionally led focus groups, problem-solving sessions and updates following every Negotiating session with the Company. We adjusted our strategy due to the pandemic without sacrificing the needs of 556 Members.

You will be hearing more from your Negotiating Committee soon, and we expect to have an agreement on the application of the FAA ten-hour rest rule, giving Flight Attendants more scheduled rest time, a much-needed solution to the fatigue we often face,

Overall the state of your Local Union is strong and unified, adapting its resources to whatever challenges come our way. In 2022, we will continue fostering new ways to communicate as we have planned more webinars and in-person outreaches in the first quarter of 2022. TWU Local 556 is rising together with you - anything is possible."

- January 6, 2022, Lyn reviewed the LM2. She participated in a discussion about the return of Liquor Service. Lyn met with Managers of Inflight Labor Relations Dan Kusek and Meggan Jones. [Gayle Middleton](#), Marcy Vinyard and [Denny Sebesta](#) joined the meeting to discuss grievance procedures, arbitration rotation and inflight discipline over the discipline deemed to other workgroups.
- January 7, 2022, the TWU Local 556 Executive Board sent a letter to CEO Gary Kelly, future CEO Bob Jordan, and Vice President of Inflight

Operations Sonya Lacore carbon copied to all 556 Members. Later the same day, Lyn sent the following email.

Today I emailed the following to Bob Jordan, Gary Kelly, Sonya Lacore, and Brendan Conlon.

TWU Local 556 has been addressing our Members' concerns of unequal treatment as it relates to vaccination status and COVID-19 exposure pulls with Management for some time.

TWU Local 556 and Southwest Airlines Management entered into a non-discriminatory written agreement at the beginning of the pandemic concerning COVID-19 pulls and exposures. Everyone pulled for COVID-19 exposures or testing positive should be pay protected no matter vaccination or accommodation status. Our March 2020 Letter of Agreement (LOA) provided just that and when the Company chose to violate our agreement we promptly filed a grievance. In fact, TWU Local 556 has filed nine (9) grievances due to the Company's COVID-19 practices or lack thereof.

Violations include, but are not limited to, no longer paying all Flight Attendants for COVID positive or exposure pulls (work or personal); no longer paying Flight Attendants stranded pay for quarantine pulls while at work; no longer paying the 6.5 TFP per day on non-working days for work-related exposures and no longer paying per diem for Flight Attendants on COVID-19 related pulls.

The Union grieves this is a violation of the 03.20.2020 LOA, to which any changes must be negotiated in good faith with the Union, and any and all Flight Attendants harmed should be made whole in all ways possible.

Today, we were made aware that pilots will be awarded the same non-discriminatory benefits in a new agreement while our March 2020 agreement continues to be violated. We demand that our March 2020 agreement be honored and all Flight Attendants who have been harmed are made whole, including but not limited to, Flight Attendants who have been denied stranded pay and associated per diem. As well as, applicable sick leave reimbursements and any associated attendance points removed.

Throughout the COVID-19 pandemic, Flight Attendants have been asked to shoulder far too many operational issues, reschedules, draconian Emergency Sick Call Procedures, and many issues of unequal treatment. TWU Local 556 Union Leaders have been diligent in their advocacy and respectful to Management in our plight, but violating our agreement while awarding the same benefits to another workgroup is unacceptable. We expect to see our grievances awarded immediately, the March 2020 agreement to be honored, and all injured Flight Attendants be made whole.

The letter prompted Labor Relations to schedule a COVID-19 Grievance Summit for the parties to address the nine grievances filed by TWU Local 556 Members.

- January 11- 12, 2021 Lyn chaired the January Executive Board Meeting.
- January 13, 2022, Lyn worked with the recording Secretary Ashley Breuer on the bylaws approval, the upcoming Membership Meeting Agenda, and plans for the upcoming 556 town hall.
- Friday, January 14, 2022. Lyn informed the Education and Grievance Committee on the FAA Reauthorization Act Ten-hour Rest Rule letter of agreement. She worked with the Negotiating team on the educational documents. Lyn spoke with Senior Director of Inflight Base Operations Mike Sims and planned for TWU Local 556 to collaborate on solutions for building better lines and improving pairings' quality. In addition, the two planned for the Executive Board to visit the NOC and take a course reviewing SkySolver and the rescheduling process.
- Lyn sent the following email to all Members;

Today, I am pleased to announce an agreement with Southwest Airlines that, due to an incredible amount of work on behalf of your Union, will guarantee Flight Attendants more scheduled rest by July 2022.

The FAA Reauthorization Act of 2018 created a requirement that airlines comply with ten (10) hours of rest, but it did not specifically outline how the rule is implemented within the operations of our respective carriers. Your Union took a proactive stance in conversations with the Company, led by your TWU Local 556 Negotiating Committee, to negotiate, under Article 27.2 of our Collective Bargaining Agreement (CBA), more crew rest. A Letter of Agreement (LOA) between the Union and the Company is the result of those negotiations.

We are ready to implement, even as the FAA writes directives to airlines before the law is enacted. The process for this rulemaking will be completed soon, and is expected to become a part of our operation by July 2022. Southwest Airlines has already begun work on the technology changes needed to update various Company systems to make this change a reality.

You should take pride in the fact that the letter of agreement established between TWU Local 556 and Southwest Airlines provides for more rest than the law requires in multiple areas and provides a buffer of time to help prevent Federal Aviation Regulations (FAR) illegalities.

Here are some highlights of the new agreement:

Longer Layovers

Scheduled rest periods on a RON will be increased to at least eleven (11) hours end of debrief to check-in, where it was previously eleven (11) hours block to block (ten (10) hours end of debrief to check-in).

No More Reduced Rest of Eight Hours

Insanely short layovers will be a thing of the past. In any reschedule situation, all RONs must have a minimum of ten (10) hours, end of debrief to check-in. Under the current rules, reschedules can reduce rest periods as low as eight (8) hours, end of debrief to check-in.

Increased Break for Picked Up/Traded Reserve days

Once released from an assignment, a Reserve will now be given a break of eleven (11) hours from the end of debrief. This increases the rest period by two additional hours!

For example: If a Flight Attendant blocks in at 2030 (end of debrief 2100) on a picked up Reserve day, and that Flight Attendant has an AR/RR the next day, the Flight Attendant is not required to be available for contact until 0800.

Greater Premium for Working Back When Stranded on a RON

A Flight Attendant will now receive double time and a half (2.5) if they must work back from a stranded situation. It is currently only double (2.0) time.

Maintain the Minimum Rest During Overlap

When bidding for overlap, the minimum time will still be based upon the FAR minimum, which will be ten (10) hours from the end of debrief to check-in. The Union negotiated to keep with the current practice of the FAR minimum to maximize Flight Attendants' ability to work for VJA or exercise overlap options.

Rest Doesn't Begin until End of Debrief

Crew rest is now calculated from end of debrief to check-in and never block-in. Your rest period will be easier to calculate as it will be reflected on your trip sheet.

Fatigue Relief

An additional hour of rest will be given to Flight Attendants who use the fatigue policy. No less than eleven (11) hours will be given.

Learn More about the Agreement

Please join us on Wednesday, January 19, 1400, CT, for a first look at the agreement and full explanation presented by the Negotiating Committee via a ZOOM Webinar. If you are unable to attend, a replay of the event, a copy of the agreement, and Frequently Asked Questions will be emailed for your convenience.

Click on the link below to register for the NT Zoom Webinar.

*https://twu556.zoom.us/webinar/register/WN_UCeLBEmkQw-6RHOjJYI3Kg
By entering into this agreement, we gain the ability to retain many contractual provisions that may no longer apply once the law becomes effective. Warding off fatigue is one step forward in improving the safety and quality of life issues for Southwest Airlines Flight Attendants.*

- Lyn worked with Grievance Committee Chairperson Gayle Middleton to draft a letter of agreement to give Flight Attendants the opportunity to see their own doctor during ESCP procedures. While the Union disagrees with the continual use of ESCP, the draft agreement would permit Flight Attendants to be able to visit their own Company doctor.

The Union is requesting that virtual doctor appointments be permitted. The parties continue negotiating on the LOA. If an acceptable draft is achieved, it will be presented on the TWU Local 556 Executive Board for approval.

- January 21, Lyn sent the following email to Local 556 Members

TWU Local 556 is a 24/7 operation advocating for and representing a great number of individuals. Operating such a large Local takes work by Union Officers, Committee Members, and full time staff. Our Grievance Team serves the Membership by diligently seeking to answer Member questions and address various concerns via phone, email, and chat. They are the frontline workers of our Union. Their jobs are challenging, intense, and the workload high. I have witnessed team members assisting Flight Attendants on their off times, during all times of the day and night. I have witnessed similar dedication from our Union officers and Committee Chairpersons. It is commendable.

Unfortunately, I must address an ongoing issue, the mistreatment and abuse of these dedicated Union advocates and officials. While most Members who contact the Union are professional and courteous, there is a rise in the number of individuals who mistreat and verbally abuse the Union staff and officials. This abuse often consists of derogatory comments, personal attacks, swearing, aggression, persistent and incessant questioning, overly harsh, unjust criticism and cyberbullying. Differing points of view and displeasure can be expressed without using abusive tactics.

Nothing in our Union's constitution or bylaws permit such behavior. These actions do not advance the interests of the Union Membership or Southwest Airlines. Please know, we empathize with the difficulties and frustrations many are feeling. Your Union is here to offer advice, seek resolution, counsel, and research member concerns. Our Union teams are also sympathetic and aware that sometimes acts of aggression can indicate a person may be suffering from depression, anxiety, fatigue, or stress. Our CISM Committee is available to help those in need 24/7 as well.

Just as I seek to end the injustices we experience on aircraft, I also seek to remedy this injustice towards our Union advocates. If a call or an email is abusive in nature, the call may be ended and the email unanswered. As Cohearts of Southwest Airlines and TWU Local 556 Brothers/Sisters/Members, I ask that we remember we are all on the same team. This is simply summed up by a core value from our beloved Colleen Barrett: "Follow the Golden Rule...treat people the way that you want to be treated, and pretty much everything will fall into place."

In Unity,

Lyn

- January 26, 2022, fulfilling the commitment made by President Montgomery to connect with Members in more ways, Lyn hosted the TWU Local 556 Virtual Town Hall. Lyn, Vice President Michael Massoni, Second Vice President Corliss King, Recording Secretary Ashley Breuer, BMAL Gayle Middleton, Board Member Kay Hogan, Health Chairperson Michele Moore, Safety Vice-Chairperson Jannah Dalak, International Vice President Thom McDaniel, and legal counsel to TWU Local 556 Denis Engel, served as panelists. Participation was approximately 100 Members. About forty questions were submitted in advance which were used to build the agenda. The panelists took both live questions and through Zoom's Q and A. Topics included COVID representation, ESCP, mask mandate, beverage service, letter of no confidence and a legal update. Special words were delivered by BMAL Kay Hogan in remembrance of Sister CJ Bostic, followed by a moment of silence. A link to a broadcast replay will be emailed with registration information to the First Membership Meeting of 2022. The Union plans to host many more town halls and to space them before Membership Meetings giving Members more facetime with union officials.
- January 27, Lyn was interviewed by CNBC's Leslie Joseph. Topic of the interviews surrounded new CEO Bob Jordan, alcohol service onboard, labor issues and contract negotiations.
- Lyn attended the Union Leadership Earning Debrief. Southwest Airlines reported a profit last quarter, a major step in the return to normal. The meeting is Gary Kelly's last earnings update as CEO. Starting in February, he will be the Executive Chairman of the board. CEO Bob Jordan will take over at the helm.
- On January 28, 2022, Lyn led the Negotiating Committee to prepare for upcoming sessions with Management. She attended the Education Committee's sponsored webcast and gave a quick greeting with a show of support at the start. Lyn worked with the PR firm on a statement concerning alcohol sales.

The top priority of TWU Local 556, the Union of Southwest Airlines flight attendants, is safety for all passengers and crew members on board. Because alcohol sales have the potential to increase customer non-compliance and misconduct issues, the position of TWU Local 556 is that alcohol sales should not resume while the mask mandate is in place. Additionally, we feel more steps should be taken to help ensure safety for passengers and crews. Those steps include increasing the number of uniformed officers and security patrolling gate areas and boarding ramps, expanding the Federal Air Marshals program, and ensuring full enforcement of aggressors under the law.

- January 31, 2022, Lyn prepared for upcoming contract negotiations.
- On Feb 1, 2022 Lyn attended the meeting COVID-19 Grievance Summit with inflight labor relations seeking to resolve the nine group grievances filed over COVID-related matters. In attendance at the meeting were BMAL Grievance Chairperson Gayle Middleton, Contract Coordinator Brandon Hillhouse and BMAL Kristen Loucks for the Union, for the Company Inflight Labor Relations Managers Dan Kusek and Meggan

Jones. The Union remains cautiously optimistic that those affected will be remedied for their losses.

- February 2-4, 2022, Lyn worked on a letter of agreement to permit Flight Attendants to see their doctor of choice and use a virtual doctor visit when ESCP is enacted. Negotiations are underway on this matter and a draft will be presented to the Executive Board for final approval. This letter will not compromise the Union's position on the use of ESCP by Management during the pandemic. Lyn worked with the Negotiating Committee on several items.
- Lyn wants to thank the Domicile Executive Board Members for attending the DEBM and President meeting. The meeting enabled face time to talk about pressing base issues and Flight Attendant concerns. During the meeting Lyn thanked the DEBMS for their tireless work and dedicated service to Members.
- On Saturday, February 5, Lyn attended the TWU President's update call with Presidents of Local 555, 550 and 557. Aviation Economist Dan Akins was on the call. The parties discussed the transition to the new CEO Bob Jones and shared concerns with Southwest Labor Relations.
- February 10, Lyn attended a LODO meeting with LODO Committee Chairperson Claudio Adams, and Gisela Alvarez for the Union and for the Company Kevin Clark, Lena Noguera, Natalia Garcia the LODO supervisors. Later that day, the parties were to meet to discuss LODO concerns and work on better contractual protections and improvements for LODO. Kevin Clark canceled the LODO Subcommittee meeting. Lyn has asked Claudio Adams to sit on future subcommittee meetings.
- Saturday, February 12, Lyn attended a TWU President's Coalition call to discuss Local 550's Tentative Agreement.

Report From:	Recording Secretary
Submitted Report:	
January 2022 • Executive Board Meeting - January 11-12, 2022 • Executive Board Special Meeting ○ January 5, 2022 ○ January 6, 2022 • Top 5 Call: ○ January 5, 2022 ○ January 8, 2022 ○ January 19, 2022 ○ January 26, 2022 • Vacation Committee Meeting ○ January 4, 2022 • Communications & Publications Strategic Plannings/Meetings: ○ January 10, 2022 ○ January 12, 2022 ○ January 18, 2022 ○ January 21, 2022 • NT Webinar Prep and Webinar ○ January 19, 2022 • Townhall Prep ○ January 24, 2022 ○ January 26, 2022 • Membership Townhall ○ January 26, 2022 • Call with Salesforce ○ January 27, 2022 • Assisted Education Committee with New Hire Webinar	

Report From:	Vice President - 1
Submitted Report:	
February 2022 1st Vice President's Report • On January 10th Michael met with President Montgomery, 2nd Vice President Corliss King, Recording Secretary Ashley Breuer, MCO Domicile Executive Board Member and Communications Vice Chair Drew Shy, Strategist Dawn Wison and The Gentry Agency regarding the NO Confidence Letter/SWAPA. • January 11th Michael attended day one of the January Executive Board Meeting that was held virtually. • January 12th Michael attended day two of the January Executive Board Meeting, the Top 5 Weekly Update and a meeting with President Montgomery, 2nd Vice President Corliss King, Recording Secretary Ashley Breuer, MCO Domicile Executive Board Member and Communications Vice Chair Drew Shy regarding a follow up on the No Confidence Letter. • January 13th Michael attended the weekly Health and Safety Regulatory meeting with Senior Director of Inflight Safety Regulatory Compliance & Base Operations Steve Murtoff, Senior Manager Safety Standards and Regulatory Compliance Tom Raffalski, Manager Inflight Safety Standards and Regulatory Compliance Dominick Renteria, Health Chair Michele Moore and Safety Vice Chair Jannah Dalak. • January 18th Michael attended the Infoshare Cabin Planning Session with Catherine Burnett with the FAA. • January 19th Michael attended the ERC Meeting. Michael also attended the One Stop Security Roundtable Meeting with the TSA. • January 20th Michael attended the ASHRAE TC 9.3/SSPC161 Research S/C Meeting. Later that day Michael attended the weekly Health and Safety Regulatory meeting with Senior Director of Inflight Safety Regulatory Compliance & Base Operations Steve Murtoff, Senior Manager Safety Standards and Regulatory Compliance Tom Raffalski, Manager Inflight	

Safety Standards and Regulatory Compliance Dominick Renteria, Health Chair Michele Moore and Safety Vice Chair Jannah Dalak.

- January 24th Michael attended the Town Hall Preparatory Meeting.
- January 26th Michael attended the Town Hall Preparatory Meeting. Michael attended the Top 5 Weekly Update and later that day Michael participated in the Membership Townhall.
- January 27th Michael attended the weekly Health and Safety Regulatory meeting with Senior Director of Inflight Safety Regulatory Compliance & Base Operations Steve Murtoff, Senior Manager Safety Standards and Regulatory Compliance Tom Raffalski, Manager Inflight Safety Standards and Regulatory Compliance Dominick Renteria, Health Chair Michele Moore and Safety Vice Chair Jannah Dalak. Michael also attended the virtual meeting for the Union Earnings Debrief.
- February 1st Michael attended day one of the ASAP Training Event.
- February 2nd Michael attended day two of the ASAP Training Event. Michael also attended a meeting regarding the Ultra Short Haul Service with Senior Manager Inflight Initiatives and Design Randall Miller, Health Chair Michele Moore and Safety Vice Chair Jannah Dalak.
- February 3rd Michael attended the weekly Health and Safety Regulatory meeting with Senior Director of Inflight Safety Regulatory Compliance & Base Operations Steve Murtoff, Senior Manager Safety Standards and Regulatory Compliance Tom Raffalski, Manager Inflight Safety Standards and Regulatory Compliance Dominick Renteria, Health Chair Michele Moore and Safety Vice Chair Jannah Dalak.
- February 4th Michael attended the rescheduled Top 5 Update.
- February 7th Michael attended a meeting with President Montgomery, Vice President of Inflight Sonya Lacore and Associate General Counsel Kevin Minchey.

- February 8th Michael attended the 1st Quarter Membership Meeting Preparations Meeting. Michael attended the 1st Quarter Membership Meeting.
- February 10th Michael attended a Respiratory Fit Test with Health Chair Michele Moore and Safety Vice Chair Jannah Dalak. Michael also attended the weekly Health and Safety Regulatory meeting with Senior Director of Inflight Safety Regulatory Compliance & Base Operations Steve Murtoff, Senior Manager Safety Standards and Regulatory Compliance Tom Raffalski, Manager Inflight Safety Standards and Regulatory Compliance Dominick Renteria, Health Chair Michele Moore and Safety Vice Chair Jannah Dalak.
- February 11th Michael attended an Infoshare Planning Session.

Report From:	Vice President - 2
Submitted Report:	
In addition to regular ongoing duties of Member responses, general meetings, calls and general VP duties some highlights of the month are as follows: This month we held a town hall as well as a Membership meeting. I was excited about the Member's participation in both events and the Board anticipates more activity in those engagement opportunities. The President and both Vice Presidents delivered important information to the Membership and received great feedback about the informative and well-run town hall. We also held a 7-hour Membership meeting where we conducted the business of the Union via virtual meeting and stayed well into the evening to ensure all business of the Union was completed. I met with Management throughout the month about various activities and issues. Most notably I facilitated a meeting with Juan Suarez, Damion West as BWI DEBM and Co-Chair of COPE and Pamila Forte as the CHRC Chair. Juan Suarez is the new VP of Diversity, Equity, and Inclusion. We discussed the role of Diversity, Equity and Inclusion as well as some exciting initiatives they are planning. I also worked with Inflight leadership on a special project on behalf of TWU for a training module. This is the culmination of months f work and they anticipate the implementation to come soon. I met with the SWA General Counsel Legal alongside our TWU attorney in ongoing negotiations for the implementation of the IL Sick Leave law. That law is currently in effect and available for our use but we are discussing the interpretation and implementation plan. We also convened a meeting with Roy Soria who was instrumental to the coalition effort to pass this, Gayle Middleton, AC Crawford, and our attorney Denis Engel to craft our internal process to protect Members while we work through the company's implementation of the law. We are hopeful about the talks but have created a form we can use to protect and document the use of the provisions of the law and will be rolling that out shortly. I continued my work with the International on various issues among them the needs of the IL/IN state conference and new legislation we are crafting to protect aviation workers. I am also exploring expanding the family leave protection to other bases that currently have no coverage. I am also working with ALPA and AFA on implementation as well as convening a Leave summit with other TWU Locals on property in conjunction with Damion West. We also anticipate ongoing meetings with Management around various issues like service and new hire accommodation. I was also selected to participate in a delegation to Israel to discuss the cause of Labor and will be continuing the preparation for that. It will not be at the expense of our Local and I am honored to be selected to represent in that capacity. Finally, we will begin the work on the P&G this month with Mark Torrez	

