



**TWU LOCAL 556 SOUTHWEST
AIRLINES FLIGHT ATTENDANTS**

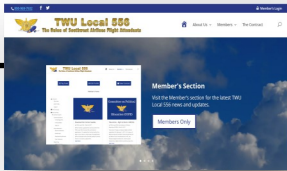
FLIGHT ATTENDANT NEW HIRE

HANDBOOK



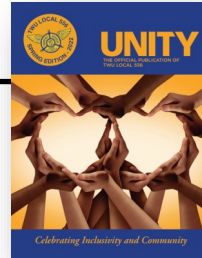
www.TWU556.org

Get accurate up-to-date information on: breaking Union news, Membership Meeting Schedules and more.



Unity Magazine

The quarterly Unity Magazine will be delivered to your personal email on file with the Local.



TWU Local 556 Connect App

Local news, the Chat feature, Contact Information and a searchable Contract are just a few of the great resources on our 556 app! Available for iPhone, iPad and Android.



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Social Media

Facebook Page: TWU Local 556
Facebook Group: *Official TWU Local 556*
Instagram: twulocal556
Twitter: @twu556



The Education Committee would like to thank HOU Flight Attendant Ashley Watson for the artwork used in this booklet. For more of her work, visit www.stylebyashley.com.

Welcome to TWU Local 556!

On behalf of the entire Membership, welcome to the Transport Workers Union of America Local 556, the Union of Southwest Airlines Flight Attendants. We are proud to welcome you as Sisters and Brothers of organized labor and look forward to working with you, and for you!

This booklet is intended to provide new Members with educational information on some of the more commonly referenced Articles found in our Collective Bargaining Agreement (CBA). It is designed to break down, in layman's terms, Contract Articles that are often difficult to apply in real world settings. In this booklet you will find helpful explanations about our Reserve system and the Attendance and Commuter Policy, to name a few. It is just one of the many resources that TWU Local 556 has made available to our Membership in an effort to help you better understand your Contract, Work Rules, and Union Resources. Keep in mind, it does not include the entirety of our Contract.

Please visit www.TWU556.org for additional educational resources. You'll find this booklet, Contract 101's and much more under the "Contract" tab.

Your Union is always here to answer your questions! Our Union Office is staffed 365 days a year so please don't hesitate to call with your questions.

(214) 640-4300 -OR- (800) 969-7932

During times where a phone call isn't possible or convenient, you can also be connected with a Union Representative via the Chat feature on our 556 App. **Chat Hours: Monday-Friday 0800-2200 CST, Weekends & Holidays 0900-1700 CST.**

Again, welcome to TWU Local 556, the Union of Southwest Airlines Flight Attendants! Fly safely.

In Unity,

TWU Local 556



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TWU Local 556 Structure

TWU Local 556 has an Executive Board made up of 22 Flight Attendants that are elected every 3 years and meet monthly to conduct business concerning our Local and its Members. Our President and Financial Secretary-Treasurer work full time in the Union Office, ensuring the smooth day-to-day operation of our Local. We also have a 1st Vice President, 2nd Vice President, Recording Secretary, 6 Board Members at Large (BMAL) and a Domicile Executive Board Member (DEBM) for each base.

Your DEBM is who you should contact when you have questions, comments or concerns regarding situations in your domicile.

There are also elected Shop Stewards in each base who are trained to represent you in the event you are required to attend a Fact-Finding Meeting. **If someone from Management contacts you, ask them, “Could this conversation potentially lead to discipline?” If the answer is “Yes,” say that you would like Union representation and contact the Union Office immediately.** Even while on probation, you have rights under our CBA and can call the Union with questions and in need of assistance.

Base	Email	Phone
Atlanta	atl-debm@twu556.org	214-640-4320
Baltimore	bwi-debm@twu556.org	214-640-4308
Dallas	dal-debm@twu556.org	214-640-4309
Denver	den-debm@twu556.org	214-640-4356
Houston	hou-debm@twu556.org	214-640-4310
Las Vegas	las-debm@twu556.org	214-640-4344
Los Angeles	lax-debm@twu556.org	214-640-4365
Orlando	mco-debm@twu556.org	214-640-4311
Chicago	mdw-debm@twu556.org	214-640-4335
Oakland	oak-debm@twu556.org	214-640-4336
Phoenix	phx-debm@twu556.org	214-640-4314

TWU Local 556 Committees

Our Local has 22+ Standing and Special Committees available to our Members. These committees are made up of Flight Attendants and are intended to assist Members and provide valuable resources. Our committees include (but are not limited to):

- Civil and Human Rights (CHRC)
- Communications
- Committee on Political Education (COPE)
- Education
- Grievance
- Health
- Mobilization/Organizing
- New Hire
- Safety
- Scheduling
- Scholarship
- Shop Steward
- Survey
- Uniform
- Working Women's Committee (WWC)
- Veterans

*** If you would like to learn more or become an active participant in a TWU Local 556 Committee, visit www.TWU556.org for committee descriptions and contact information. ***

TWU Local 556 Committees

Because of the work we do as Flight Attendants, we have the need for some specialized committees. Working Members of these committees are trained to assist us when certain situations arise at work or at home. The following three committees are co-sponsored by TWU Local 556 and Southwest Airlines and provide Members with **confidential support**. Please program their numbers into your cell phone so you have these resources readily available.

Critical Incident Stress Management (CISM): (214) 640-4380

The CISM Team provides peer support to other Flight Attendants when they have experienced a personal traumatic event or work related accident/incident. These types of events can be anything from a death in flight, emergency landing, decompression, CPR/AED event, physical assault while on duty, attempted hijacking, or any event that can cause a Flight Attendant to experience Post Traumatic Stress or anxiety.

A CISM Team Member is always available to answer your calls, 24 hours a day, 7 days a week.

Professional Standards:

(888) 322-3735 or professionalstandards@twu556.org

Professional Standards provides assistance in resolving duty related conflict between Flight Attendants as well as Flight Attendants and Pilots. For Southwest Airlines Policy conflicts, Professional Standards would cover issues in the Work Rule and Conduct section of the Flight Attendant Manual and Flight Attendant Handbook. Professional Standards does not provide assistance with personal or Trip Trade/Give Away (TT/GA) issues.

The PS hotline and email is checked for messages approximately every 48 hours.

Flight Attendant Drug and Alcohol Program (FADAP):

(214) 640-4307 or (855) 333-2327

FADAP provides peer support to Flight Attendants who are struggling with depression, drug or alcohol addiction. The FADAP help line is available 24 hours a day, 7 days a week. You can also refer a fellow Flight Attendant whom you think might have a problem.

Article 8: Hours of Service

Duty Day

Duty Limitations: Restrictions regarding duty days and crew rest that all **ORIGINALLY** scheduled pairings must follow. There are both Contractual and Federal Aviation Regulation (FAR) limitations.

Contractual Duty Day: 10:30 hours—calculated from check-in to end of debrief in domicile; check-in to block-in at the overnight (RON); and check-in to block-in plus 15 minutes on an International duty day where the last leg concludes with a Regulatory Requirement flight.

Debrief: The 30 minutes following block-in at the end of a duty day.



“There are so many numbers! How do I read my trip sheet?”

All pairings are initially displayed in Central (aka Herb) Time. You can toggle to Local Time by clicking here.

Trip OASS on 03/30/2017						
Trip Fleet: 737		Time Away From Base: 5445				
Class: C						
Trip Type: C						
Trip Status:						
Date	Flight	Depart	Arrive	Eq	Pax	
30 Mar	1384	OAK 0535	ABQ 1050	700	122	
30 Mar	1384	ABQ 1120	MCI 1310	700	141	
MCI:1540 Hotel: Rpt 0735						
31 Mar	197	MCI 0550	DAL 0725	700	109	
31 Mar	197	DAL 0800	AUS 0855	700	94	
31 Mar	197	AUS 0930	MCO 1155	700	139	
31 Mar	197	MCO 1235	MLB 1515	700	134	
Rpt 0520 Rls 1545						
ALC:1250 Rpt 0435						
01 Apr	34	MCO 0505	BWI 0630	700	106	
01 Apr	6562	BWI 0745	OAK 1350	700	128	
Rpt 1420						

Your pairing’s check-in time can be found here.

NOTE: Reschedules and Reserve trips can have less than the one hour from check-in to departure.

Report time to the aircraft is 30 minutes prior to departure for domestic flights and 45 minutes prior to departure for Regulatory Requirement flights, as posted on the Flight Information Display Screen (FIDS).

*****NOTE***** In the Teal Contract which was ratified on October 31, 2016, report time for all -800 series aircraft will be 45 minutes prior to scheduled departure. This language has not been implemented and the Company will provide a 30 day advance notification before the change goes into effect.

Article 8: Hours of Service Duty Day

“How do I calculate my duty day? And when do I get extra pay?”

Trip: OASH on 03/30/2017

Trip Fleet: 737
Class:
Trip Type: C
Trip Status:

Time Away From Base: 5905

Herb Time <- Click to toggle. ->

Date	Flight	Depart	Arrive	Eq	Pax	Position	NI	L	Block	Ground	Meal	Wrk Codes	Block	Duty	Credit	Overfly
Rpt 1340																
30 Mar	1289	OAK 1440	MCI 1805	700	130				325	125	S				410	
30 Mar	132	MCI 1930	BNA 2055	800	165				125	45					160	
30 Mar	132	BNA 2140	DTW 2305	800	57				125	1815					160	
													610	955	34 D	
DTW:1715 Hotel:																
Rpt 1650																
31 Mar	3891	DTW 1720	BNA 1855	300	145				135	55					180	
31 Mar	3891	BNA 1950	STL 2055	300	133				105	45					120	
31 Mar	1628	STL 2140	SAT 2355	700	103				215	1940					260	
													455	735	561 D	
SAT:1740 Hotel:																
Rpt 1805																
01 Apr	5523	SAT 1835	LAS 2130	700	110				255	120	S				340	
01 Apr	DH 2773	LAS 2250	OAK 0015	700	111				0	0					160	
													255	640	30	
069 T 674																

Duty day into an overnight does not include debrief. On day 1 of this pairing, the duty day was 9:25.

Duty day into domicile includes debrief. The duty day on day 3 of this pairing was 6:40.

Extended Duty Period Compensation

12:01 or greater: Double Time (2.0x) for all flights blocking in after 12 hours on duty.

16:01 or greater: Triple Time (3.0x) for all flights blocking in after 12 hours on duty.

“If my day can’t be scheduled over 10:30, why does my pairing have a day that is 11:00?”

Date	Flight	Depart	Arrive	Eq	Pax	Position	NI	L	Block	Ground	Meal	Wrk Codes	Block	Duty	Credit	Overfly
Rpt 0700																
29 May	4754	DEN 0800	BOS 1200	700	0				400	255	SP				480	
29 May	2636	BOS 1455	MKE 1730	700	0				235	1305	S				300	
													465	1100	30 D	
MKE:1205 Hotel:																
Rpt 0605																
30 May	5616	MKE 0635	DCA 0820	700	0				145	35					200	
30 May	5616	DCA 0855	ATL 1040	700	0				145	40					200	
30 May	5616	ATL 1120	LAX 1615	700	0				455	1510	SP				580	
													825	1040	980	

A duty day into a RON does not include debrief. This duty day is actually 10:30 and legal.

Article 8: Hours of Service Duty Day

Know Your Options:

When a duty day is 12:31 or greater, you are entitled to double the time off spent on duty. For example, if your duty day is 13:00, you would be due 26:00 hours off in base at the end of your pairing. If you had a pairing following this one, the choices available are:

- A. be pulled with pay from enough trips to have the 26:00 off; or
- B. fly the trips that would have been pulled for 1.5x pay.

Scheduling will default to option B. To exercise option A, you must call Scheduling within 60 minutes of release from duty after the first pairing.

“Please see my pairing below. Does my extended duty day entitle me to additional time off when I get back to base?”



Legals: (C) Duty of 12:36 hours exceeds Contract max of 12:30 hours of Duty at 1736 on 13Aug15

Trip Fleet: 737
Class:
Trip Type: C
Trip Status:

Time Away From Base: 5831

Herb Time <- Click to toggle ->

Date	Flight	Depart	Arrive	Eq	Flax	Position	NI	Block	Ground	Meal	Wk Codes	Totals					
												Block	Duty	Credit	Overly		
11 Aug	1894	Rpt 0705	OKK 0804	LAS 0829	700	143		125	107					170			
11 Aug	450	LAS 1036	ABQ 1159	700	101			123	2025					160			
														248	524	401.0	
ABQ:1931 Hotel:																	
12 Aug	102	ABQ 0824	DAL 0956	700	106			132	43					180			
12 Aug	102	DAL 1039	LGA 1352	700	143			313	48	5				400			
12 Aug	106	LGA 1440	BNA 1717	700	143			237	1209					300			
														722	947	880	
BNA:1112 Hotel:																	
13 Aug	491	BNA 0526	MDW 0645	300	82			119	601					170			
13 Aug	1315	MDW 1216	OKK 1706	700	103			420	0	SP				160			
														330	1236	583.0	

It does! Remember, going into base at the end of your pairing, your duty day includes the 30-minute debrief time. So your duty day on day 3 is 12:36. When you finish this pairing, you are eligible to have double the time off spent on duty. $12:36 \times 2 = 25:12$. If you have another assignment, you can elect to have double the time spent on duty off by calling Scheduling within 60 minutes of release from duty -OR- you can fly any legs that would have been pulled for 1.5x. It's completely up to you!

Article 8: Hours of Service Duty Day

Irregular Operations (IROPS): Flights that do not operate in accordance with the published schedule because of circumstances such as weather, maintenance delays, cancellations, Crew shortages, misconnects, air traffic control, or similar circumstances within the system, as well as natural disasters, sabotage, hijacking, bomb threat or actual bomb, terrorist attacks, and/or acts of war.

During your interview with Southwest you were more than likely asked, “Are you flexible?” That question comes from the fact that the airline industry is fluid and constantly changing. It is inevitable that snow storms in the winter and hurricanes in the summer will occur and cause issues with our operation. Unfortunately, planes will break, and Crew Members will get injured online. These events all fall under the term “Irregular Operations”. During these times, your duty day can (and likely will!) extend past the Contractual duty limitations.



“Is there a maximum number of hours we can be required to be on duty?”

Contractually, we cannot be rescheduled for longer than a 12:30 hour duty day. However, if you are legally rescheduled and your pairing runs late, you must continue with the pairing. You will hear the Pilots talk about “timing out” and other Crew Members may mention a “Drop Dead Clause”, but neither of those are included in our Contract. We do have a **fatigue policy**. If you ever deem yourself unsafe to fly or perform required duties due to operational or duty-related factors, please call Scheduling immediately. For more information on the fatigue policy, **reference Article 25.15.**

Article 8: Hours of Service Canceled/Delayed Flights

*** YOU ARE PAY PROTECTED FOR CANCELED FLIGHTS. ***

If your pairing experiences a cancellation prior to reporting on the first day, there are multiple notification options available! You can contact Scheduling, wait for Scheduling to contact you, or self-acknowledge the change on CWA. If choosing to self-acknowledge a change with a revised report time, you must acknowledge the new assignment **and** the “RPT” bar in order to report at the later time. If you choose not to acknowledge the “RPT” bar, you are required to report at your originally scheduled time.

To self-acknowledge this change, select the revised assignment and then click “Acknowledge Assignment”. If there was another listing for “RPT”, you can acknowledge that as well.

Revised Assignments		Next 4 Assignments	
Number/Code	Date	Number/Code	Date
DA20	09/16/2009	DCSB	09/11/2009
		DA20	09/16/2009
		DRR	09/23/2009
		DS01	09/27/2009

*XX * indicates a Non-Fly

Acknowledge Assignment

To acknowledge an assignment:
1. Click on the trip in the Revised Assignments section on the left so it is highlighted.
2. Click on the Acknowledge Assignment button.
3. Confirm that the trip shows as notified on your board(the

If your first flight of the day is posted with a delay, you may contact Scheduling to see whether you can remain at the hotel or need to report to the airport at your originally scheduled time. Your duty day will not start until you report at the airport. If allowed to stay at the hotel, **YOU MUST REMAIN AVAILABLE TO SCHEDULING** (via cell phone or hotel phone).

HELPFUL HINTS:

- If your day is canceled, you are not released for duty until **Scheduling** has notified you (via phone or self-acknowledged in CWA) of a reschedule or complete cancellation of your pairing.
- If your pairing doesn't have a hotel assignment, keep an eye on the “Trip Remarks”. If your hotel information is not updated by the time you reach your overnight city, contact CHaT NOC (Crew Hotel and Transportation) agents for hotel and transportation assistance.

800-441-7932 > Option 3 (Inflight Information) > Option 4 (CHaT) > Option 1

Article 8: Hours of Service Crew Rest (RON and Domicile Break)

Crew Rest: Overnight rest period on a pairing

Scheduled Minimum Crew Rest: 11:00 hours (end of debrief to report)

FAR Minimum Crew Rest: 10:00 hours (end of debrief to report)

FAR Illegal Crew Rest: 9:59 hours or less (end of debrief to check-in)

Domicile Break: Scheduled time off in domicile between assignments

Contractual Domicile Break: 11:30 hours (end of debrief to check-in)

		Herb Time		<- Click to toggle. ->												Totals			
Date	Flight	Depart	Arrive	Eq	Pax	Position	I	L	MT	Block	Ground	Meal	Wrk Codes	Block	Duty	Credit			
		Rpt 1850																	
22 Aug	2348	DEN 1950	SNA 2210	700	0					220	40					270			
22 Aug	2348	SNA 2250	SMF 0015	700	0					125	1250					160			
		Rts 0045														345 555 438 D			
		Rpt 1220																	
23 Aug	2646	SMF 1305	OGG 1835	718	0		H		ET	530	140	SP				650			
23 Aug	179	OGG 2015	HNL 2055	718	0					40	50					100			

This rest is calculated from end of debrief to report.

Contractually, you must be originally scheduled to receive 11 hours of crew rest (end of debrief to report). **Under 10 hours is FAR ILLEGAL.**

“What if I am delayed into my overnight?”

If you have 9:59 or less, you are FAR Illegal and cannot work a flight.

Scheduling will make the necessary adjustments and contact you.

The FAR 10-Hour Rest Rule mandates that Flight Attendants receive a minimum of 10 hours (end of debrief to report) that cannot be reduced.

FAR 10-Hour Rest Rule Letter of Agreement (LOA)

Effective July 1, 2022, all Flight Attendants are **required** to receive a minimum of 10:00 hours of rest (overnight and domicile break). This calculation is done from end of debrief to check-in/report.

To view the 10-Hour Rest Rule LOA and the Education Resources created for the language changes, please visit the TWU Local 556 website:

www.twu556.org.

Article 8: Hours of Service

FARs

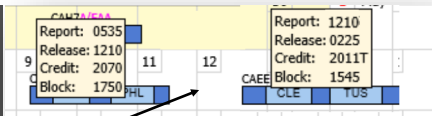
“What is a FAR?”

Federal Aviation Regulations (FARs) are rules made by the Federal Aviation Administration (FAA) governing all aviation activities in the United States. The FARs in our Contract revolve around rest: crew rest on an overnight (which was discussed on the previous page), domicile breaks in between two assignments and the maximum flying allowed per 7 day period.

Domicile Break: You **MUST** have at least 10 hours (end of debrief to check-in) scheduled between assignments. If you go FAR Illegal, Scheduling must make adjustments to your next assignment. (Art.8.7) Whether you are more or less than 1 hour late determines if your pull is with or without pay.

24/7: You **MUST** have 24 hours off within a 7 day period (24/7). An overnight of 24 hours will count as your 24/7 break.

For Example: This Flight Attendant has exactly 24 hours off in 7 days (debrief to check-in). If she/he runs late on the last leg on the 11th, an adjustment must be made to receive the FAR required 24/7.



See Article 8.7 for more information.

“What is a reschedule?”

A reschedule (or reroute) is a change in your original flying assignment that is made by Scheduling after you check-in for a pairing. The changes can occur as a result of Irregular Operations (weather, mechanicals, etc.).

IMPORTANT: A FLIGHT ATTENDANT CAN NOT REFUSE A RESCHEDULE.

For more information about Duty Day, Domicile Break, and other Contract “Hot Topics”, check out the Contract 101s located on www.TWU556.org under “The Contract”.

Article 9: Additional Flying Stranded and Unscheduled RON

Stranded: Scheduling is unable to return a Flight Attendant to their domicile due to circumstances beyond the Company’s control.

Unscheduled Overnight: a reschedule by the Company that results in additional days of flying.

Whether stranded or rescheduled into an unscheduled overnight, Scheduling will return you to base at the first scheduled opportunity (regardless of illegal crew rest) unless you notify them you’d like a later flight.

If stranded, Scheduling can make you work back to base, but you must receive FAR Minimum Crew Rest (10 hours from end of debrief to report) and will receive 2.5x for the flights worked on the extra day.

If on an unscheduled RON, Lineholders cannot be made to work back to domicile. Reserves can be made to work back to base, but must receive FAR Minimum Crew Rest (10 hours from end of debrief to report).

Reserve Flight Attendant	Lineholder Flight Attendant
1.5x for all DHs on day off (2x if compensatory day is not selected)	1.5x for all DHs above what was originally scheduled
RIG of 1 TFP for every 3 hour period (1:3) from block-in at the overnight to release at base	RIG of 1 TFP for every 3 hour period (1:3) from block-in at the overnight to release at base
May choose a compensatory day off without loss of guarantee (must be first or last day of a block)	May elect a compensatory day off WITHOUT pay INSTEAD OF the 1:3 RIG



If you would like to select a compensatory day off, you must notify Scheduling of your choice of day (first or last day of a block or assignment only) **within 60 minutes of release back in base.**

Article 10: Scheduling/Bidding

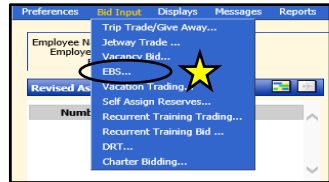
Bidding

Type of Bid	Bids Posted	Bids Closed	Bid Awards Posted
Primary (Lineholder)	2 nd of every month by 1200 CST	5 th of every month by 1200 CST	6 th of every month by 1200 CST
Secondary (VR Lines & Reserve)	12 th of every month by 1200 CST	15 th of every month by 1200 CST	16 th of every month by 1200 CST

“How do I even go about bidding????”

All bidding (Primary, Secondary, and Recurrent Training) takes place on Crew Web Access (CWA).

SWACrew.com > Bid Input > EBS



“I’m a brand new Flight Attendant. Is it a waste of time to bid for a line during Primary Bidding?”

It’s always a good idea to submit a bid during Primary Bidding. For new Flight Attendants, it’s a great way to practice using the filters and getting used to the bidding system. It is also smart to get into the habit of bidding so you are less likely to forget. A helpful tip is to always “dream bid” and keep adding lines until you reach your bidding seniority.

“I think I was awarded the wrong line. Is there anything I can do?”

If you believe that you have a valid protest, call or email Crew Planning before Noon CST on the 7th for Primary Bids and the 17th for Secondary/Reserve Bids.



214-792-4441 -or- Inflight.Planning@wnco.com

Article 10: Scheduling/Bidding Overlap



Overlap is when you have a Contractual and/or FAR illegality between two bid months (i.e. two pairings at the same time or not enough of a domicile break). It is also the **NUMBER ONE** reason people call the Union office! If after reading through Article 10.9, you still have questions about your individual overlap situation, please call the Union during office hours or use the Chat feature on the 556 App.

Here are some overlap **BASICS**:

- Scheduling will make all overlap adjustments in the new bid month, unless your option allows otherwise (see Art.10.9.A.2).
- If you alter your schedule, it may result in the loss of overlap options. Trading a pairing on the same days for a duration that is equal or greater than the original pairing (ex: trading an AM 3-day for a PM 3-day or a 2-day for a 3-day) will maintain original overlap options. Trading down (ex: 3-day for a 2-day) or moving pairings to different days will only protect FAR legalities.
- **Contractual Legalities:** 48 hours off in a 7 day period (48/7) and an 11:30 hour domicile break (end of debrief to report). **These legalities may be waived.**
- **FAR Legalities:** 24 hours off in a 7 day period (24/7) and a 10 hour domicile break (end of debrief to report). **These legalities may not be waived.**

IMPORTANT: Both 48/7 and 24/7 requirements are based on a 7 day period. Overlap adjustments may not be made in between bid months!

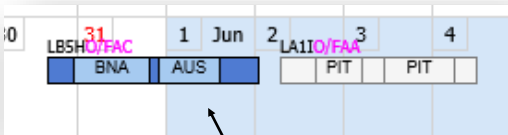
There is language in Article 10.9.K (and Article 11.13.F) that protects you when there is a **Reserve overlap situation and a newly awarded domicile**. If you have an assignment on your screen for the current month and do not have a domicile day off prior to an original assignment in your new domicile, there are contractual protections.

Article 10: Scheduling/Bidding

Overlap Examples

Lineholder to Lineholder (Art.10.9.A)

Overlap from a bid line to bid line, VR line to bid line, or bid line to VR line will be adjusted to maintain either your Contractual or FAR legalities (depending on whether your pairings were on original days).



If this FA had wanted to trade the pairing in May with another 3-day starting on the 30th, their overlap protections would be in place like it was an **original** pairing! (Art.10.9.G)

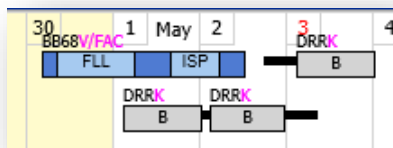
This FA's May pairing was original. Because they did not have a FAR legal domicile break, they did not have the option to fly the June pairing for 1.5x. If their June pairing did not contain a SIP AND they had received a FAR legal domicile break, this FA could have waived the 48/7 and worked the June pairing for 1.5x. (Art.10.9.A.3)



Because the 3-day from April overlaps into the Reserve day on the 1st and 2nd, the TFP for those days will go towards the May Reserve Guarantee. Even though the pairing shows it's for VJA, pay on the 1st and 2nd will be straight time. (Art.10.9.B.2.c)

Lineholder to Reserve (Art.10.9.B)

Overlap adjustments between the Lineholder month to Reserve will be made to keep you Contractual (48/7) or FAR (24/7) legal and may not happen between bid months.



Article 10: Scheduling/Bidding

Overlap Examples

Reserve to Lineholder (Art.10.9.C)

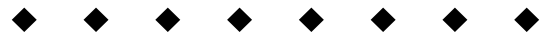
Overlap adjustments between Reserve to Lineholder will be made to keep you Contractual (48/7) or FAR (24/7) legal and may not be between bid months.

Overlap pulls/adjustments will not be made until a Reserve assignment has been given in the current month.



Because this Reserve assignment carried in to an original scheduled day off in their Lineholder month, they were paid 1.5x for all flights worked on May 1st.

This FA was assigned a 3-day on their last Reserve block that carried over into their bid month. Because their pairing didn't contain a SIP and they wouldn't have 48/7, they were given the option to have the May pairing pulled without pay or fly for 1.5x. This FA opted to fly it for premium pay (notice it's coded "V").

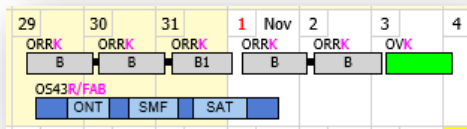


This FA had original 3-day blocks of Reserve beginning on October 29th and November 1st. Because there can be no more than five (5) days of original Reserve in a row, the 3rd must be pulled by Crew Scheduling no later than noon CT on the 19th. (Article 10.9.D)



Reserve to Reserve (Art.10.9.D)

Overlap adjustments between Reserve to Reserve will be made to keep you Contractual (48/7) or FAR (24/7) legal and may not be between bid months.



Article 11: Reserve AMR/PMR/RR

At Southwest Airlines, Reserve is based on a month to month rotating system where the bottom 65% of FA's sit Reserve. Your first assignment as a SWA Flight Attendant will be a pairing... and then for the next 6 months, you will likely sit Reserve. It's really important that you understand how our Reserve system works and what is expected of you. If you have any questions, please don't hesitate to contact the Union Office.



“What are the different types of Reserve?”

AM Reserve (AMR):

- Contact Time: 0300-1100 LOCAL *** (see box below)
- Must be originally scheduled to return to base by 1800 Local on the last day or pay will be Triple Time (3.0x) for any flight after 1730 Local.
This premium is for scheduled or rescheduled flying, not delayed flights.

PM Reserve (PMR):

- Contact Time: 1000-1800 LOCAL
- CANNOT be assigned a check-in before 1200 Local on the first day.

Both AMR and PMR:

- If Scheduling makes contact outside of contact hours, that pairing will pay Double Time (2.0x).
- Unless utilizing the Commuter Policy, an AMR/PMR cannot be converted to Airport Standby (APSB).

Ready Reserve (RR):

- Contact begins 2 hours prior to the base's first check-in (but no earlier than 0300 CT) on day one and continues for 24-hours a day.

*** IMPORTANT ***

No Reserve will be required to answer their phone before 0300 CENTRAL TIME (only applies to the FIRST day of a RR block). Therefore, East Coast Bases do not have to be available to Scheduling until 0400 Local.

Article 11: Reserve Self-Assignment and RDV

Self-Assignment Timelines:

AM Reserve (AMR): Beginning at 1800 Local the day before, AMR may self-assign pairings that check-in at or before 0959 Local. Scheduling can begin assigning pairings at 1900 Local.

PM Reserve (PMR): Starting at 2200 Local the night before, PMR may self-assign pairings that check-in at or after 1000 Local. Scheduling can begin assigning pairings at 2300 Local.

Ready Reserve (RR): Beginning at 1800 Local the evening prior, RR may self-assign APSB and/or any pairings that check-in at or before 0459 Local.

Self-Assignment Rules:

- You can only self-assign when the number of pairings in Open Time exceeds the maximum allowed per day in your given base. (ex: In OAK the current maximum number of pairings allowed in Open Time is 5. An OAK FA can only self-assign if there are 6 or more pairings in Open Time.)
- You may only self-assign a pairing from the base in which the Reserve block corresponds.
- Self-assigned pairings must be the same number of days you are good for contact.
- Scheduling may designate specific pairings that are not available for self-assignment.
- **You must remain available to Scheduling during contact hours until you check-in for an assignment... even if you self-assign!**

“What is RDV?”

Relative Daily Value (RDV) is a calculation used to compare your month to date TFP already worked with your remaining monthly Reserve guarantee.

Block/Month Guarantee - TFP flown towards Block/Month Guarantee - (Days left in the Block/Month x 6.0) = RDV

This formula helps to ensure that Reserves are evenly used throughout the month.



Article 11: Reserve

General Questions and Class I Section 17

“How much time will Scheduling give me to report?”

You will have **AT LEAST 2 HOURS** to report (check-in or report directly to gate, called a “gate check”). Scheduling will sometimes give you more, but it is not required.

“What if I miss a call from Scheduling?”

You will have **20 MINUTES** to return Scheduling’s call. If you self-notify on CWA, you do not have to call Scheduling back.

Keep In Mind: The 2 hour report time is from the initial phone call.

“What if I don’t return Scheduling’s call within 20 minutes?”

If you don’t return the call within 20 minutes, you are assessed an Unable to Contact (UTC). However, if you call back after the 20 minutes and can still make the original assignment, the UTC will be converted to a Failure to Report (FTR). If you return their call, cannot make the original check-in and have 6 hours or more left on your contact time, you **WILL** go back on the Reserve report, can be used, and will still accrue the 2.5 points for the UTC.

“If I get an assignment, can I turn my phone off?”

NO! You must remain available to Scheduling until you check-in.

“What do I need to do at the end of my assignment?”

Every Reserve **MUST** call Scheduling to be released at the end of the an assignment. Failure to do so can result in a No Show. If you have another day of Reserve immediately following, you should ask Scheduling your “good for contact time.”

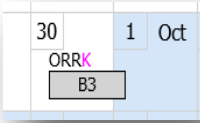
****VERY IMPORTANT!****

As a Reserve, whether you have been given an assignment or self-assigned, you are liable for contact until you check-in. **YOU MUST BE WITHIN 2 HOURS DRIVING DISTANCE FROM YOUR BASE DURING CONTACT HOURS.**

Scheduling can change your report time/pairing during contact hours. If you are not in base during the hours you are good for contact, it is considered a Class I Section 17 offense and you could be terminated.

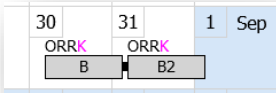
Article 11: Reserve

End of Month Liability and Combinability



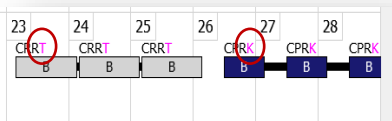
“I was awarded a Reserve line that had a single day of Reserve on the last day of the month. Is there anything I should know about that one day?”

All Reserve blocks are currently three days in duration unless broken up for legalities (overlap, stranded, etc.). The block at the end of the month is no different. Notice the “B3”? That shows that on the 30th, you are liable for an assignment for up to 3 days! Keep in mind that if you are not assigned flying that carries over into the days off in the new month, you are done with your Reserve obligation when the last flight departs from your base on the 30th and will not be on call on the 1st. (Article 11.13.A)



“What does ‘B2’ mean???”

In this example, you are good for up to a 3-day assignment on the 30th. On the 31st, you are good for up to a 2-day assignment (thus the B2). If you are not given an assignment that carries over into the days off in new month by the time the last flight departs from your base on the 31st, you are released from your Reserve obligation. (Article 11.13.A)



“I’ve heard about Scheduling automatically combining Reserve blocks. Can they do that with these two blocks?”

**K - Original Block T - Traded Block
B - Picked Up Block**

No. Scheduling can automatically combine two blocks of Reserve with the same designations (K, T or B) for an assignment up to 4 days. **If the designations are different (like the example here), then they cannot be automatically combined by Scheduling.** You can choose to combine the 2 blocks if you would like to be kept out. **Keep In Mind: Your Reserve designation has nothing to do with the type of Reserve (AMR/PMR/RR).**

Article 32: Attendance Policy

The Point System

Southwest Airlines and TWU Local 556 have a no-fault attendance policy established through the Contract (or CBA). Flight Attendants will receive discipline for chargeable occurrences based on the following schedule:

0 - 4.5 points	No action taken
5 - 6.5 points	Counseling
7 - 9 points	Written Warning (sent via wnco email account)
9.5 - 11.5 points	Final Warning
12 points	Termination of Employment

Remember, it is YOUR RESPONSIBILITY to know your point status.

“What do I do if I’m not feeling well enough to work?”

You are required to call Scheduling as soon as you know you are sick. In order to give Scheduling adequate time to cover the operation, you must notify them **AT LEAST 2 HOURS BEFORE YOUR SCHEDULED CHECK-IN**. If you do not call within that timeframe, you will be assessed extra points that cannot be removed with a Doctor’s note or Personal Illness Note (PIN). Scheduling will then pull you from your pairing or a single day of Reserve. If you are calling in sick for the entire Reserve block, you must specify that to the Scheduler. You may submit a Doctor’s note or PIN one (1) time during a calendar quarter to excuse an absence due to illness and not accrue points.

“When do I have to turn in my Doctor’s note or PIN?”

You must submit your Doctor’s note or PIN to Attendance & Leave or an Inflight Supervisor within 7 working days from the last day of your absence or before your next pairing, **WHICHEVER IS SOONER**.

“Are there any dates that I can’t use a PIN?”

Yes. There is a list of PIN Blackout Dates under Art.32.5.b.v. Your quarterly PIN can be used for an absence of up to 7 consecutive days. However, an absence for a pairing or Reserve block that starts on or overlaps a blackout date cannot be excused with a PIN.

Article 32: Attendance Policy

“What is an MBL?”

MBL stands for Might Be Late... and it means exactly what it says, that you might be late for your check-in at base. We are allowed one (1) **FREE MBL** each calendar quarter (meaning you do not accrue points) and one (1) **BONUS MBL** per year. The first time each quarter you call to MBL, Scheduling will automatically apply the FREE MBL. If you have to call in late again in the same quarter, you must stipulate that you would like to use your BONUS MBL. After you use your FREE and BONUS MBL, you will accrue 0.5 points for each additional MBL you use.

“I ran into traffic and MBL’d for my pairing. When do I have to be at the airport and what am I required to do once I make it to the gate?”

When using an MBL, you are required to report to the airplane fifteen (15) minutes prior to scheduled departure for domestic flying and forty-five (45) minutes prior to scheduled departure for Regulatory Requirement flights. When you reach the aircraft, you must use the jetway phone to notify Scheduling of your arrival. Failure to do so may result in a No Show. Your duty day will begin at scheduled check-in time or actual check-in time, whichever is later. (Article 8.A.1.d)

“Can I MBL for APSB?”

Yes, you can. But keep in mind, if Scheduling has already assigned you a flying assignment within an hour of your APSB check-in, and you cannot make it in time without causing a delay, you will be considered a No Show and receive 2.5 points. (Article 32.12.B)



Article 33: Commuter Policy

A commuter is a Flight Attendant who travels into a SWA Crew Base to begin their pairing or Reserve obligation. This includes those that live in a city other than their base - AND - Flight Attendants who are in another city (domestic or international) for other personal reasons, such as vacation. The Commuter Policy protects anyone commuting on SWA or offline carriers when the flight is full, delayed, canceled and weight restricted.



To use the Commuter Policy, a Flight Attendant must be listed and present for one (1) SWA flight or two (2) consecutive flights on an offline carrier(s) and must be scheduled to arrive into the SWA domicile of their assignment:

- Lineholder: One (1) hour before your scheduled check-in time.
- Reserve: Thirty minutes before your scheduled contact time on the **FIRST DAY OF YOUR BLOCK.**

“I go to the airport, check in at the gate and my commuter flight from SEA to OAK is full. What do I do?”

Notify Scheduling as soon as you know that you will be unable to make your commuter flight. Scheduling will then work through the options outlined in Art.33.1.A.1-6 for Lineholders and Art.33.1.B.1-4 for Reserves. The Commuter Policy is in place to protect commuting Flight Attendants from getting a No Show and accruing 2.5 points for situations that prevent them from getting to base.

“Do I have to sign up for the 4th jumpseat if it’s available?”

Yes. You must make every reasonable effort to get to base for your assignment.

“I’m commuting in for Recurrent Training and can’t get on my flight. Am I covered under the Commuter Policy?”

No. The Commuter Policy is for flying assignments only. It will not cover for any mandated FAA or Company training.

Satellite Base Assignments

In October 2017, Southwest Airlines Management and TWU Local 556 signed a Letter of Agreement (LOA) announcing the beginning of a Satellite Base Test. This test opened smaller bases (under 100 Flight Attendants) in both AUS and FLL. In July 2019, Phase 2 of the Satellite Base Test Agreement was signed by both parties and some minor adjustments were made to the program. While it is incredibly unlikely that a New Hire will be assigned to a Satellite Base, it is possible to pick up flying out of those cities... and it's important to know the differences!



“Can I trade a Satellite Base pairing with available Open Time pairings?”

Yes, however you cannot “drop” a pairing into Open Time in a Satellite Base. All Open Time trades must originate on the same day. It’s also important to remember that because the size of base is much smaller, the availability of Open Time flying will be greatly reduced.

“Can I use the Commuter Policy for a Satellite Base pairing?”

No. You cannot use the Commuter Policy to be covered for a Satellite Base pairing.

“I picked up a pairing out of AUS and am now sick! Is there anything extra I need to do?”

When calling in sick for a Satellite Base pairing, you are required to call in sick AT LEAST 4 HOURS prior to check-in of the assignment. You are also expected to place your pairing in TT/GA in an attempt to get the flying covered without Scheduling involvement. If another FA picks up the pairing, you have the option of being paid out of your sick bank.

Any changes to the Satellite Base Test will be negotiated between SWA Management and TWU Local 556. To view the Satellite Base Test LOA, visit www.twu556.org > The Contract > Satellite Base Test Agreement.

Your Rights as a Member of TWU Local 556

Our Union is governed by the TWU International Constitution and our Local Bylaws, both of which can be found on www.TWU556.org. Per our Bylaws, three Membership Meetings must be held each year. The dates and times of the meetings are posted at least 45 days prior to the meeting dates. These meetings are chaired by Members of the Executive Board and cover the state of our Local. Financials, New Business and issues concerning the Membership are discussed. We encourage you to attend the next Membership Meeting in any base! It is a great way to meet more of your Union Leaders and stay updated, as well as learn different ways to be involved in your Local and your community.

TWU Local 556 is a Membership driven organization. We rely upon our Members to participate and be involved in our Union. As a Member of an organized labor group, you are protected under the work rules that have been negotiated in our Contract.

In order for the Union to function, each Member pays monthly dues. These dues are used to run the Union Office, conduct Membership Meetings, provide Member services and, most importantly, negotiate and enforce our Contract.

AS A UNION MEMBER:

- You can attend Union Meetings.
- You should contact the Union Office with questions. The Office Staff is available 365 days a year.
- You have the right to file a Grievance.
- You are entitled to representation at any mandatory meeting with Management.
- And more...

There is no Union without U and I. Resolve to get involved!

Southwest Airlines Cities and Codes

ABQ Albuquerque, NM	DTW Detroit, MI	LIH Lihue, HI	PSP Palm Springs, CA
ALB Albany, NY	ECP Panama City Beach, FL	LIR Liberia, Costa Rica	PUJ Punta Cana, DO
AMA Amarillo, TX	ELP El Paso, TX	LIT Little Rock, AR	PVD Providence, RI
ATL Atlanta, GA	EUG Eugene, OR	MAF Midland, TX	PVR Puerto Vallarta, MX
AUA Aruba, Aruba	FAT Fresno, CA	MBJ Montego Bay, Jamaica	PWM Portland, ME
AUS Austin, TX	FLL Fort Lauderdale, FL	MCI Kansas City, MO	RDU Raleigh/Durham, NC
BDL Hartford, CT	GEG Spokane, WA	MCO Orlando, FL	RIC Richmond, VA
BHM Birmingham, AL	GRR Grand Rapids, MI	MDW Chicago, IL (Midway)	RNO Reno, NV
BLI Bellingham, WA	GSP Greenville, SC	MEM Memphis, TN	ROC Rochester, NY
BNA Nashville, TN	HAV Havana, Cuba	MHT Manchester, NH	RSW Ft. Myers, FL
BOI Boise, ID	HDN Steamboat Springs, CO	MIA Miami, FL	SAN San Diego, CA
BOS Boston, MA	HNL Honolulu, HI	MKE Milwaukee, WI	SAT San Antonio, TX
BUF Buffalo, NY	HOU Houston, TX (Hobby)	MSP Minneapolis, MN	SAV Savannah, GA
BUR Burbank, CA	HRL Harlingen, TX	MSY New Orleans, LA	SBA Santa Barbara, CA
BWI Baltimore, MD	IAD Washington, D.C. (Dulles)	MTJ Montrose, CO	SDF Louisville, KY
BZE Belize City, Belize	IAH Houston, TX (Intercontinental)	MYR Myrtle Beach, SC	SEA Seattle, WA
BZN Bozeman, MT	ICT Wichita, KS	OAK Oakland, CA	SFO San Francisco, CA
CHS Charleston, SC	IND Indianapolis, IN	OGG Maui, HI	SJC San Jose, CA
CLE Cleveland, OH	ISP Long Island/Islip, NY	OKC Oklahoma City, OK	SJD Los Cabos, MX
CLT Charlotte, NC	ITO Hilo, HI	OMA Omaha, NE	SJO San Jose, Costa Rica
CMH Columbus, OH	JAN Jackson, MS	ONT Ontario, CA	SIU San Juan, PR
COS Colorado Springs, CO	JAX Jacksonville, FL	ORD Chicago, IL (O'Hare)	SLC Salt Lake City, UT
CRP Corpus Christi, TX	KOA Kona, HI	ORF Norfolk, VA	SMF Sacramento, CA
CUN Cancun, MX	LAS Las Vegas, NV	PBI West Palm Beach, FL	SNA Orange County, CA
CVG Cincinnati, OH	LAX Los Angeles, CA	PDX Portland, OR	SRQ Sarasota, FL
CZM Cozumel, Quintana Roo	LBB Lubbock, TX	PHL Philadelphia, PA	STL St Louis, MO
DAL Dallas, TX (Love Field)	LGA New York, NY (LaGuardia)	PHX Phoenix, AZ	SYR Syracuse, NY
DCA Washington, D.C. (Reagan International)	LGB Long Beach, CA	PLS Providenciales, Turks and Caicos	TPA Tampa, FL
DEN Denver, CO		PIT Pittsburgh, PA	TUL Tulsa, OK
DSM Des Moines, IA		PNS Pensacola, FL	TUS Tucson, AZ
			VPS Destin/Fort Walton Beach, FL

*** SWA City List as of June 2022 ***

Provisioning Stations

ATL	BNA	BWI	DAL	DEN
FLL	HNL	HOU	LAS	LAX
MCI	MCO	MDW	OAK	OGG
PHX	SAN	SJC	SMF	STL
TPA	Don't Forget: G7 Galleys are only provisioned on originating flights in a provisioning city!			

TWU Local 556 Voluntary Insurance



Voluntary Insurance offered through TWU Local 556

As a Member of TWU 556, the Union of Southwest Airlines Flight Attendants, you have the opportunity to apply for personal insurance products. These benefits can enhance your current benefits portfolio and can be customized to fit your individual needs. Supplemental Insurance through TWU Local 556 can also provide you:

- *coverage available for you and your family, with most products*
- *the convenience of premium payment through payroll deduction*
- *the ability to take most policies with you if you change jobs or retire*

The following insurance plans will be offered during your enrollment:

Disability Insurance – replaces a portion of your income to help make ends meet if you are totally disabled due to an off-job covered accident or covered sickness and are medically taken off work by your doctor and under their regular care.

Accident Insurance – helps offset unexpected medical expenses, such as deductibles and co-payments resulting from a fracture, dislocation, or another covered accidental injury.

Critical Illness Insurance with Cancer Benefit - complements your major medical coverage by providing a lump-sum benefit you can use to help pay the direct and indirect costs related to a covered critical illness or cancer diagnosis.

Life Insurance – enables you to tailor coverage for your individual needs and helps provide financial security for your family members. Two options are available; Term Life and Permanent Life to age 121.

Hospital Confinement Insurance – provides benefits for hospital confinement, outpatient surgery, and covered COVID-related tests or vaccines. Benefits are paid directly to you to help offset co-payments and deductibles.

Legal Shield Insurance – you can choose from identity protection or a legal plan. The legal program provides legal advice and services. In addition, ID Shield monitors your ID from every angle.

To enroll, call the Customer Service Line within 30 days of completing your six-month probationary period

1-800-768-6219

Monday through Friday

8 am to 5 pm Central Time



Voluntary Insurance FAQs:

What is the Voluntary Insurance Customer Service Center? *The Service Center is a customer service line that has been established to assist Flight Attendants with questions or issues relating to their purchase of Voluntary Insurance and is provided by Fidelity Benefits and Insurance Services (the insurance broker).*

How do I contact the Voluntary Insurance Customer Service Center? *By phone at 1-800-768-6219, fax 1-800-768-6219 (same as phone number), and email csm@twuservice.com.*

Who is the voluntary insurance carrier? *UNUM Group for most of the products except for the Permanent Term Life insurance and Health Care Indemnity insurance offered through 5 Star Insurance, and the Legal Shield, ID, and Legal products.*

Where can I view my benefits and policy information? *First, go to the twu556.org website under the resources tab, then the supplemental insurance tab.*

Who do I make payments to for my policy premiums if I miss a month of work? *If you owe any past-due premiums, you will receive an email from Paylogix. Paylogix is the third-party billing company. The email will contain a link to make your payment online. You may also access the online payments section by going to the insurance tab on twu556.org.*

Can I change my salary for my short-term disability throughout the year? *No, you may report your salary using your prior year W2 only during the annual open enrollment period, typically January and February for a March 1st effective date.*

Can I apply for short-term disability coverage during the year? *Yes, however, the application will have health questions that need to be answered and approved before coverage begins. 6/12 pre-existing condition clause will apply.*

Is my short-term disability for on-the-job injuries or sicknesses? *No, coverage is for off-the-job injuries or sickness only.*

Will I receive a certificate of insurance for my UNUM policies? *There are benefit summaries online through the union website: twu556.org.*

Voluntary Insurance Customer Service Line:
1-800-768-6219

