



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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AUGUST 2022 COMMITTEE REPORTS

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| Report From: | CHRC |
| Submitted Report: | |
| <p>The Civil and Human Rights Committee (CHRC) published a Juneteenth article on the TWU Local 556 Facebook page. Pamila assisted Denver Domicile Executive Board Member Jamie Simpson with the Denver Pride Parade held on June 26. The LGBTQIA+ subcommittee held several meetings in person and via Zoom in June and July. Pamila attended the TWU International Working Women's Committee Meeting, hosted by TWU Local 260 June 25-28 in Houston, Texas. The agenda included community service at the Bread of Life Church, Grievance and Discipline workshop, Health and Wellness, Human Trafficking, Gender Inclusivity 101, Relationships & Attachment Theory, and Future Endeavors. Special guests included; Local 260 Janette Foots, Judge Dedra Davis - Texas 270th district Court, Texas State Senator Borris L. Miles-District 13, and TWU Local 260 Vice President Fidel Minor. In attendance representing Local 556; Working Women's Committee (WWC) Chairperson Renda Hobbs Marsh (DAL), Vice Chairperson's Karla Braxton (ATL) and Ashley Wilhelm (OAK) and Shop Steward's Latonia Paul Benoit (HOU) and Addie Crisp (LAS). Pamila would like to thank LGBTQIA+ Task Force (CHRC subcommittee) Member, Ashley Wilhelm for the Gender Inclusivity 101 presentation on behalf of the Civil and Human Rights Committee. CHRC worked on the 2023 budget and strategic plan. Pamila met with vendors to design the new Pride shirts and banners (to include the new Pride flag colors). Pamila met with LODO Committee Chairperson Claudio Adams to discuss issues surrounding our LODO Members, budgets, membership engagement, and working together in 2023. Pamila worked with Baltimore Domicile Executive Board Member Damion West on the Union Membership Card. Pamila registered nine members to participate in the upcoming Pride At Work Conference, to be held August 17-20 in Minneapolis, MN.</p> | |

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| Report From: | CISM |
| Submitted Report: | |
| <p><i>CISM June Highlights:</i> CISM Chairperson Eileen Rodriguez presented the CISM Program to 8 New Hire Training Classes and attended 5 New Hire Dinners at the TWU Local 556 office. Eileen attended the National Mental Health Conference in DCA, Eileen attended a virtual class on suicide prevention and Mental Health First Aid. CISM Chairperson Eileen Rodriguez met with TWU Local 557 Executive Board in LAS to assist with their CISM Program.</p> <p>The CISM Team responded to a total of 167 Incidents and spoke with 354 Flight Attendants</p> <p><u>CISM June Stat Report</u> Aircraft Incident 1 Assault 1 Birdstrike 1 COVID-19 2 Crew Member Illness 1 Death on Board 1 Debriefing - Team Member 3 Evacuation 2 FA Death 2 FA Death - Calls Related to 2 FA Death of Family Member 2 FA Illness 4 FA Injury 1 FA Involved in Incident - Off Duty 1 Human Trafficking 2 Illness of Family Member/Caregiver Stress 1 Incident on RON 1 Lounge Mobilization - ATL 2 Mechanical 6 New Class Presentation 8 Other 2 Passenger Medical 45 Passenger Misconduct 11 Personal Issue 52 Professional Standard Referral 2 Sexual Harassment or Assault 1 Slide Deployment - Inadvertent 1</p> | |

Smoke or Fumes in Aircraft 3
Termination/Fact Finding 1
Turbulence 5

Total Incidents 167

FAs Assisted 354

CISM July Highlights:

CISM Chairperson Eileen Rodriguez Presented the CISM Program to 8 New Hire Training classes and attended 4 New Hire Dinners at the Local TWU 556 Office. Eileen met twice with the SWA NOC Team to discuss issues and concerns with communication.

The CISM Team responded to a total of 175 Incidents and spoke to 395 Flight Attendants.

CISM July Stat Report

Aborted Takeoff/Landing 1
Aircraft Incident 1
Assault 3
COVID-19 1
Crew Member Harassment 3
Crew Member Illness 4
Debriefing - Team Member 2
Declared Emergency/Prep Cabin 1
Decompression/Pressurization 4
FADAP Team Referral 2
FA Death of Family Member 3
FA Exposure to Infectious Disease 1
FA Illness 7
FA Injury 4
Human Trafficking 2
Illness of Family Member/Caregiver Stress 4
Incident on RON 8
Lounge Mobilization - DAL 1
Mechanical 7
Natural Disaster 1
New Class Presentations 8
Other 11
Passenger Medical 33
Passenger Misconduct 13
Personal Issue 41

Pet Onboard Events 1
Sexual Harassment or Assault 1
Slide Deployment - Inadvertent 2
Termination/Fact Finding 3
Turbulence 2

Total Incidents 175

FAs Assisted 395

| Report From: | Communications |
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| Submitted Report: | |
| <p>Communications: Co-Chairpersons Ashley Breuer and Drew Shy Reports:</p> <p>June and July Communication Emails Sent</p> <ul style="list-style-type: none"> • Catching Up With Local 556 - June 21, 2022 • Catching Up With Local 556 - July 8, 2022 • Catching Up With Local 556 - July 22, 2022 • A Focus on Reschedules, Stranded and the Fatigue Policy - FAR 10-Hour Rest Rule Letter of Agreement (LOA) • A Focus on Vacation and Vacation Bidding – A Zoomcast Hosted by the TWU 556 Education Committee • Call to Action! • Casting for TWU Local 556 Video: Please tell us your story • Continuing Education on Article 14 - Vacation • COPE - Call to Action - Pump Act • COPE - Donations • COPE Mid-Year Report • COPE Update - Supreme Court Denies Airline Backed Appeal • Holiday Hours – Independence Day • Holiday Hours – Juneteenth • Last week for TWU Local 556 Scholarship applications! • LODO Newsletter – June 2022 • Negotiating Committee - Make It Right! • Negotiating Committee - Message to Dan Kusek • Negotiating Committee - Save the Date - Picketing Event • Negotiating Committee Update #56 • Negotiating Committee Update #57 • No bed, no food – it's time to Make It Right, Southwest Airlines • RBF 2022-029 Known Crew Member (KCM) Compliance • Reminder: Zoomcast June 6: How should SWA Make it Right? • Shop Steward Newsletter (2) • The Mediation Process Explained • There is Power in Our Numbers • TWU International Assault Won't Fly • Welcome to New Hire Emails • Zoomcast Replay of TWU 556 Comprehensive Proposal • E-Connection ATL • E-Connection BWI • E-Connection DEN • E-Connection PHX (2) | |

- E-Connection HOU/AUS
- E-Connection MCO/FLL

- Managed TWU Local 556 social media outlets. - Ashley Breuer and Drew Shy
- Website postings and updates - Ashley Breuer
- Answered Membership Communications and Union emails and/or routed them to the Executive Board or appropriate Committee for a response. - Ashley Breuer and Drew Shy
- Weekly catch-up conference calls - Ashley Breuer and Drew Shy

- July 25, 2022 -
 - Met with Tech Services Chairperson Drew Kennedy, Communications Co-Chairperson Drew Shy, and Salesforce representatives to discuss service enhancements to Salesforce Marketing Cloud.
- July 28, 2022 -
 - Met with Tech Services Chairperson Drew Kennedy, Communications Co-Chairperson Drew Shy, and Salesforce representatives.
- Communications continuously works with the Education Committee and Technical Services to maintain and update information on the twu556.org Website and the TWU Connect App.
- Father's Day Graphic
- Independence Day Graphic
- Training and roll-out of new email software Journey Builder in Salesforce Marketing Cloud

Publications:

Vice-Chairperson Mikita Johnson reports:

- The months of June and July were very busy for the Publications team. June consisted of planning for the next issue of Unity. Publications used the month of July to finish preparing for the issue, reallocate graphic design responsibilities, train on new software, source content, and construct the magazine layout. The next issue of Unity is slated for release in mid-August.

Videography:

Vice-Chairperson John Long reports:

- No report

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| Report From: | COPE |
| Submitted Report: | |
| <p><u>Committee on Political Education Report</u></p> <p>June/July 2022</p> <p>COPE Activities</p> <ul style="list-style-type: none"> • Building Power – Committee on Political Education Strategic Planning Meeting 2022/2023 – 6/13 <p>2022/2023 OBJECTIVE/MISSION STATEMENT:</p> <p>To engage and educate the Members of TWU Local 556 on the importance of why our Union is involved in the legislative and political process. The Committee objectives include educating our members on those who are in political positions that make decisions regarding the 11 Inflight bases on the local, city and state government levels.</p> <p>Additionally, we will focus on educating our Members on the Federal level impact on our work lives - including who is running Federal Agencies like the FAA, TSA, DHS, NTSB, DOT, OSHA, DOL etc.</p> <p>Committee on Political Education Strategic Planning Meeting 2022/2023 – 6/13 (Follow Up Meeting)</p> <ul style="list-style-type: none"> • Priorities/Choices • Structure • Strategies • TWU 556 Local COPE Coalition Structure • TWU All Inclusive Coalition Building • Building TWU Regional Power <ul style="list-style-type: none"> <i>The Committee will be focusing on state issues including OJI/Paid Family Sick Leave</i> • Meeting with Matt Hettich TWU International Legislative and Political Representative – 6/23 • Meeting with TWU International and APFA International, Matt Hettich, Lori Vitto and Allie Malis – 6/28 • TWU COPE Regional Team Leader Meeting – 6/30 <p>COPE Communication</p> <ul style="list-style-type: none"> • COPE Mid-Year Report - 7/2 • Cope Update – Supreme Court Denies Airline Backed Appeal - 7/1 • COPE – Donation - 6/22 • Cope Call to Action - Pump Act - 6/13 <p>COPE Budget Proposed Budget 2022 - 2023</p> | |

| Report From: | Education |
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| Submitted Report: | |
| <p>The Education Committee met for a Strategic Planning Zoom on June 30.</p> <p>Co-Chairperson Angie Kilbourne made posts in the Official TWU Local 556 Facebook Group as well as the Education Committee Page in June: 10-Hour Rest Rule, Overlap 201, IROPs FAQ and 10-Hour Rest Reminder. In July: PIN Reminder for 4th of July, Round 1 Vacation Bidding, Secondary Bidding Reminder, 10-Hour Rest Red Badge graphic, Round 1 Vacation Results. In addition to Social Media posts, Angie also created graphics for Vacation Bidding reminders to be used on Social Media.</p> <p>She also updated the 101/201/Basics of documents to include the 10-Hour rest rule changes. This included: Contract 101: Article 8-Crew Rest, Contract 101: Article 9-Unscheduled RON/Stranded, Contract 101: Article 11 – Reserve, Contract 201: Article 10 – Overlap, Basics of Fatigue Policy. These updated documents are currently being reviewed by Contract Coordinator Brandon Hillhouse and Negotiations Team Member Denny Sebesta.</p> <p>The Education Committee updated the New Hire Handbook to include any information that has been changed. Co-Chairperson Amanda Gauger coordinated with the publisher for printing of the final document.</p> <p>The Education Committee created a three pillar education series for the 10 Hour Rest Rule LOA. The final pillar was sent in an email blast to the Membership on June 6. Co-Chairperson Angie Kilbourne compiled all the 10-Hour Rest education pieces into one document for the website and app.</p> <p>In addition to the 10 Hour Rest Rule education, the Education Committee created and sent an email blast regarding the Vacation 201.</p> <p>The Education Committee hosted a Zoom Webcast on June 30 focusing on Vacation and Vacation Bidding. Co-Chairperson Angie Kilbourne created the email blast and graphics for the Zoomcast. Co-Chairperson Amanda Gauger created the presentation for the Zoom.</p> <p>Co-Chairperson Angie Kilbourne worked with MCO DEBM Drew Shy, on the "Welcome to MCO" packet. The packet is completed and has been updated on the Website and App. The "Welcome to LAS" packet is still in the works, as well as the "Welcome to LAX" packet.</p> <p>The Education Committee contributed to the upcoming Unity magazine. Co-Chairperson Angie Kilbourne wrote the article about Union Structure. Co-Chairperson Amanda Gauger assisted with edits. A Union 101 covering</p> | |

Membership Meetings has been created and sent to Recording Secretary, Ashley Breuer, for edits and changes.

Co-Chairperson Josh Rosenberg has been designing and procuring Education Team tags, folders and cards.

Co-Chairperson Amanda Gauger continues to send issues regarding rest and duty day to Contract Coordinator Brandon Hillhouse to be addressed with the Company.

The Education Committee answered emails, private messages, phone calls, and social media questions from Members on a daily basis throughout June and July.

In addition, Co-Chairperson Angie Kilbourne has completed work with other Committees. She created a Uniform Committee FAQ document at the request of Committee Chairperson, Jamaul Peacock, as well as a social media graphics suite with answers to most frequently asked questions online.

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| Report From: | FADAP |
| Submitted Report: | |
| <p>June</p> <p>The chair of the team Tom: worked June 1st-18th and attends a weekly meeting with Tom C, Cism, PS. Tom C has introduced 2 new Michelle Mock and Heather Rocka to his team. McArthur West Coast Coordinator worked June 19th-26th chair-on-duty. Greer assisted when needed.</p> <p>We have had multiple Fadap 3 meetings, google meet planning for the Lap-C conference in July, and Fadap conference in August with 1 day extra!!! for training the team, Thank you for giving us that extra day, Thank you we are so grateful. 6/22</p> <p>McArthur was officially returned back to work. McArthur started Regional on call. Tom. Greer and McArthur met on Google Meet we started working on the agenda for the team training in August.</p> <p>6/23</p> <p>Greer, Tom, and McArthur to work on the agenda for Team training.</p> <p>6/24</p> <p>Greer, Tom, and McArthur met to work on the Agenda for team training.</p> <p>6/24</p> <p>Greer, Tom, and McArthur worked on the lesson plan for the Team training.</p> <p>6/27</p> <p>Tom and McArthur finished up the lesson plan for the training. We started revising the team manual.</p> <p>6/28</p> <p>McArthur worked on the team flow chart and wrote up Regional Coordinators' duties along with Base Coordinator duties and Week on Call duties to go in the manual. Tom and McArthur finished revising the manual and added some of the parts that McArthur wrote.</p> <p>We had one of our local DAL team members, Jodi N. that attended 4 of the new hire TWU union classes and dinners.</p> <p>Elizabeth is chairing the Fadap Fa AA meeting on Sunday night All are welcome to join.</p> <p>July</p> | |

The chair of the team Tom: worked July 1st-23rd attends weekly meeting with Tom C , Cism , PS. McArthur West Coast Coordinator worked June 24th-31st chair-on-duty. Greer assisted when needed.

Greer, Tom and McArthur all attended the Lap-C conference for continuing education and certification in LAS July 17-22. The LAP-C conference is a conference of all Labor Unions working together to assist Labor workers in getting them assistance for addiction. We met other TWU Union members. It was a great time for us to connect with other brother and sisters in unions. McArthur had the honors of meeting Gary Peterson – TWU International Vice President and Air Division Director from TWU International and we were setting up a time for all 3 (Greer, Tom and McArthur) of us to sit down and talk but Gary had to depart the conference early.

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| Report From: | FLOC |
| Submitted Report: | |
| Nothing new to report | |

| Report From: | Grievance |
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| Submitted Report: | |
| <p style="text-align: center;"><i>August 2022 Grievance Report</i></p> <p><u>TOTAL NUMBER OF GRIEVANCES:</u> <i>229 total grievances:</i></p> <p>24 terminations 42 group grievances 36 non-term disciplinary 58 Attendance 69 individual contract</p> <p><i>Total Contract Grievances on file: 111</i> <i>Total Discipline Grievances on file: 118</i></p> <p><u>Settled and Withdrawn Report:</u> In July, thirty grievances were settled; of those fourteen were settled at the Step 2 level, thirteen while preparing for Executive Board review, two at the SWA Preliminary decision stage, and one at a grievance monthly Labor meeting. Twenty-eight grievances were withdrawn without prejudice and three grievances expired.</p> <p>Of the fifty-eight Attendance grievances, twenty-seven are No-Shows, five Unable to Contact, fifteen Failure to Report, six Sick Leave 1, two No-Show Training, two SLA and one MBL.</p> <p>The thirty-six non-term disciplinary grievances consist of: twenty-one written warnings, two final written warnings, four three-day suspensions, one six-day suspension, six thirty-day suspensions, and two under the “other” category.</p> <p><u>Fact-Finding Meetings:</u> Fifty-eight fact-finding meetings were held in the bases, in July 2022. We are seeing several cases of Unprofessional Conduct, Termination Level Points, Harassment, and Drug & Alcohol issues.</p> <p><u>Chat Apps</u> 1,899 chat app messages received the month of July.</p> <p><u>Board of Adjustments:</u> FA - August 25, 2022</p> <p><u>Arbitration Schedule:</u> Group: ESCP: Held on April 28-29, 2022, <i>Brief Submitted</i></p> | |

FA-Term-July 29, 2022, Day One was held. Day Two is scheduled August 16, 2022.

FA-Term-September 20, 2022

Arbitration-Proceeding on Their Own:

FA: Written Warning Class 2.13

FA: Termination hearing, held May 4, 2022, *Company award*

Upcoming Grievance Meeting: The Union and Management have agreed to a Labor meeting to be held August 30, 2022.

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| Report From: | Health |
| Submitted Report: | |
| <p>Health Report - August Executive Board Meeting</p> <p><u>ASAP</u></p> <p>There have been discussions about having all ASAP programs move under Corporate Safety instead of having them housed in their individual departments. This is something that we have advocated for in the past. They want the programs housed in Safety this fall but have to have Flight Ops buy in as their ASAP program is covered in their contract.</p> <p>We continue to receive a record number of ASAP reports and may have to start meeting more than once per week. We currently have a temporary ASAP Manager as their have been Management changes in Inflight. This has caused a slight disruption in our meetings so we are slightly behind in our reports. We have received 1664 reports YTD 2022. 1565 of these reports have been accepted and 99 reports were excluded. We have received 14,209 reports over the life of the program.</p> <p>We have an upcoming Southwest InfoShare meeting scheduled in August that will be attended by primaries and alternates. This is a meeting with all the Southwest ASAP programs. Additionally, there will be another InfoShare with all the other airline ASAP groups in the fall that we will attend.</p> <p><u>Fatigue Risk Mitigation Program</u></p> <p>- The fatigue program is being used more month over month; 98 reports were received from 6/11/2022-8/10/22. All reports have to be closed by months' end to ensure the ones deemed Operational get proper pay credit. There will be a new Manager over the program in the next few months due to the reorganization of Inflight Safety. We will have a program reset meeting to ensure that all the participants are on the same thought process in regard to operational vs non-operational. Additionally, we will discuss how the data is being used to make changes to the issues.</p> <p><u>Health/Safety</u></p> | |

Health and Safety continue to meet with Inflight Management on a weekly basis – we are able to discuss the current health and safety issues that affect our Members and the airline in general.

- We continue to monitor the CDC to stay up on the COVID recommendations.
- We have been monitoring the Monkey Pox virus. To date Southwest will not be having any variations to procedures or processes in regard to Monkey Pox. If a Member is affected it would be treated as a normal sick call or medical leave. Since masks and gloves are still allowed to be worn, no further protections will be offered.
- Injury data is discussed monthly with Inflight Management as well as with Sr. Safety Management – please see the Safety Team Report for graphical data.
- We attended a meeting regarding RT/RQ for 2023 as well as discussed AQP updates.
- We recently attended a Space Bin Bag Test meeting and will also be involved in the Space Bin SRM/Risk assessment.

Event Notification System

We continue to receive and act on Event Notification System (ENS) emails. In less than a month's time 428 events were reported.

- 2022 2,781 YTD
- 2021 5,864
- 2020 3183
- 2019 4261
- 2018 2462
- 2017 2371
- 2016 2887
- 2015 2843
- 2014 2119
- 2013 1138*
- 2011 1609
- 2010 1413

- **ENS tracking and trending was suspended May 2012 – June 2013*

Upcoming Meetings:

ASAP ERC: Weekly Meetings with a day of preparation and follow-up

ASAP InfoShare – Southwest ASAP groups

ASAP InfoShare – all airlines

HASC - monthly meeting

Health and Safety Round-Up – Weekly conference Inflight Management

FAA Calls with Members on Passenger Misconduct Investigations

Fatigue Risk Mitigation Meeting(s)

Fatigue Risk Mitigation Reset Meeting

Space SRM/Risk Assessment

| Report From: | LODO |
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| Submitted Report: | |
| <p>LODO SUBCOMMITTEE REPORT (different from the LODO COMMITTEE REPORT)</p> <p>TWU LODO SUBCOMMITTEE REPORT August 12, 2022 ~submitted by LaShaye Hutchinson</p> <p>There is nothing to report on the Subcommittee. The Quarterly meeting has been moved from September 27th 2022 to September 28, 2022. Many and all the same issues are being discusses as reported in previous months. LODO Snapshot (SWA Newsletter)</p> <p>JULY LODO Open Time</p> <ul style="list-style-type: none">• LODO Open Time trading began Saturday, 6/18 at 1200 Central Time. As of today, there are 24 total open trips for JULY. <p>AUG schedules and beyond</p> <ul style="list-style-type: none">• Crew Planning is currently optimizing the AUG schedules for the AUG pairings• The August LODO pairings and lines will be spread over bases with LODO staffing• for optimal awarding opportunity.• August LODO Open Time <ul style="list-style-type: none">• LODO Open Time trading begins MONDAY, 7/18 at 1200 Central Time. There are 61 total open trips for AUGUST. <p>SEPTEMBER schedules and beyond</p> <ul style="list-style-type: none">• Crew Planning is currently optimizing the September schedule which should look very similar to the August schedule.• The September LODO pairings and lines will be spread over bases with LODO staffing for optimal awarding opportunity.• Attachments:LODO Seniority List (August/ September) LODO Awards (August/September) Opentime Trips (July/ August) | |

| Report From: | LODO |
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| Submitted Report: | |
| <p>LODO committee report for June/July</p> <p>Submitted by Claudio Adams</p> <p>The LODO Committee has been actively engaged with the LODO Flight Attendants across the system and organizing meetups in all bases.</p> <p>The committee met with LODOs in Los Angeles, Las Vegas, Baltimore in the months of June and July.</p> <p>These meetings are vital for the LODOs and are well received.</p> | |

| Report From: | MOBORG |
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| Submitted Report: | |
| <p>During the months of June & July Mob/Org began working on a plan for the August 9 - 11 Executive Board Road Shows. Mob/Org began meeting with DEBM's and EB Members to get input and ideas about how to execute the Road Shows. Damion West was the point person for the DEBM's and worked with Mob/Org to assist with a plan and organize the 3 day event designed to meet our Members in their overnight cities. The EB was split up into teams with a team leader as well as a Negotiation Team Member partnered with each team.</p> <p>Mob/Org made a commitment at the beginning of the 2021 Executive Board term to work with and partner with all of TWU Local 556 committees and EB Members supporting them with their initiatives that serve our Members. Our EB & NT Road Show event was truly a collaborative effort and Mob/Org looks forward to planning future Member driven events promoting Unity.</p> | |

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| Report From: | New Hire |
| Submitted Report: | |
| <p>Hello everyone.</p> <p>Aloha from the New Hire Committee: JUNE & JULY 2022 Report</p> <p>According from communications received from the Southwest Airlines Inflight Training Department, Inflight Training classes will continue up to the holidays towards the years end, 2022.</p> <p>New Hire Presentations will continue every Monday afternoon as classes are scheduled. Per the norm, New Hire Dinners will be every Monday and Tuesday, at TWU 556 building.</p> <p>No longer using the catering company, I have chosen to provide Domino's pizzas to the classes on each day. Looking at different food options while providing a hearty dinner, while staying in the same price range.</p> <p>As always, an open invitation applies to any TWU Executive Board , NT, or TWU office staff member who is present.</p> | |

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| Report From: | Professional Standards |
| Submitted Report: | |
| <p align="center">Professional Standards Activity Report for June and July 2022</p> <p>Company Policy 9 CRM 13 FAR 2 I.R. Filed 4 Internal Peer Support 10 Not Taken 5 Pilot Issue 5 Unprofessional Behavior 1 Withdrawn 5 In Progress 3</p> <p>Total 57</p> <p>Positive Resolution 29 Negative Resolution 2 Unresolved* 23</p> <p>Source: Phone 50 Pilot 5 TWU Email 2</p> <p>Total Team Hours 69.5</p> <p>*Unresolved includes case categories: I.R. Filed, Not Taken, Withdrawn and cases where all parties could not be reached or did not return the committee member's call.</p> <p>ATL 3 BWI 9 DAL 5 DEN 8 FLL 2 HOU 5 LAS 5 LAX 2 MDW 8 MCO 3 OAK 3 PHX 4</p> | |

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| Report From: | Safety |
| Submitted Report: | |
| Please see the attached July/August 2022 Executive Board Safety Team Report, the most current OSHA 300/300A Logs and RT2023/RQ2023/AQP Update Power Point Deck (all are located in the files section). | |

| Report From: | Scheduling | | | | | | | | | | | | |
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| Submitted Report: | | | | | | | | | | | | | |
| <p>July Report</p> <p>The number of line positions that a Flight Attendant could be awarded for the month of August increased by 565 line positions, (we continue to hire Flight Attendants and continue to only decrease line holders) from 9,301 in July to 9,866 in August. The Scheduling Committee left 16 positions in open time for the month of August. For the month of August the following is percentage of FAs in a base that sat either AM PM or RR</p> <table><tr><td>ATL 27%</td><td>DEN 32%</td><td>LAX 29%</td><td>OAK 29%</td></tr><tr><td>BWI 33%</td><td>HOU 31%</td><td>MCO 29%</td><td>PHX 28%</td></tr><tr><td>DAL 31%</td><td>LAS 29%</td><td>MDW 31%</td><td></td></tr></table> <p>30% (not an average) of ALL active Flight Attendants did not hold a Primary or Vacation Relief Line in August, while this is a decrease in the percentage of people on reserve it is still approximately the same number of people on reserve, as we have continued to increase staffing numbers.</p> <p>The Committee for the month of August wrote an average of 73.63% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was a increase in purity from July by 3.21% (all bases were over 70% which is the minimum purity). The Scheduling Committee maintained 35% of the Lines with all weekends off, and the Lines containing 3-on/off or 48-hour breaks did not exceed 18%. Our average line paid 100.19 TFP average work days were 14.09. The contractual numbers above do not include the two satellite bases of FLL and AUS.</p> <p>The AUS Satellite base had an average of 78.63% pure lines, 32.53% all weekend off and 50.01% lines containing 3-on/off or 48-hour breaks. The average lines paid 97.08 tfps.</p> <p>The FLL Satellite base had an average of 56.76% pure lines, 44.48% all weekend off and 43.24% lines containing 3-on/off or 48-hour breaks. The average line paid 101.25 tfps.</p> <p>Mark and Xander met with Brendan Conlon and Lindy Johnston regarding new hire pairing assignments. Once again Lindy tried to explain away why new hires are being awarded premium pairings. She claims that these are the only pairings that can be awarded out of these bases on said days, which simply put is a lie and was shown to be a lie in said meeting. Brendan seems to agree that this is a seniority based industry and that the most junior flight attendants on the seniority list should not be awarded trips that are held by (in many cases) the top 5% in a base. Lindy said in the meeting that we can expect an improvement for August when new hire trips are awarded. Xander checked new hire awards on 7/10/22 and there are still SEVERAL pairings in many bases, that the Scheduling Committee deemed premium, that were awarded to new hires. Once again, there were other options for EVERY SINGLE ONE of these premium pairings. Mark and Xander are in the process of writing Brendan Conlon regarding this issue, to understand why Lindy, once again, lied to our Union, and to seek resolution with the circumventing of everyone's seniority.</p> | | ATL 27% | DEN 32% | LAX 29% | OAK 29% | BWI 33% | HOU 31% | MCO 29% | PHX 28% | DAL 31% | LAS 29% | MDW 31% | |
| ATL 27% | DEN 32% | LAX 29% | OAK 29% | | | | | | | | | | |
| BWI 33% | HOU 31% | MCO 29% | PHX 28% | | | | | | | | | | |
| DAL 31% | LAS 29% | MDW 31% | | | | | | | | | | | |

Xander built and is now keeping track of LODO Line statistics. Brandon Hillhouse and Xander as well as the Gizela Alvarez and Claudio Adams have been talking with Southwest Airlines about having more input with the LODO Lines.

The Line Writers for August Primaries were: Lisa Trafton, Shelley Taylor, Mark Torrez, Doreen Argyropoulos, Patrick Paladino, and Xander Ricker.

The Line Writers for August Secondary Lines were: Mark Torrez, Sheri Tyler, Patrick Paladino, Lisa Trafton and Xander Ricker.

The Scheduling Committee met with Southwest Airlines and members of the Negotiating Team to discuss Satellite Bases.

August Committee Report

*The number of line positions that a Flight Attendant could be awarded for the month of September increased by 511 **line positions**, from 9,866 in August to 10,377 in September. The Scheduling Committee left 4 positions in open time for the month of September.*

For the month of August the following is percentage of FAs in a base that sat either AM PM or RR

| | | | |
|---------|---------|---------|---------|
| ATL 25% | DEN 30% | LAX 28% | OAK 25% |
| BWI 31% | HOU 30% | MCO 28% | PHX 27% |
| DAL 29% | LAS 29% | MDW 30% | |

29% (not an average) of ALL active Flight Attendants did not hold a Primary or Vacation Relief Line in September. Most bases decreased by about 2% from August, we saw the largest percentage reduction in Oakland.

The Committee for the month of September wrote an average of 85.23% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was a increase in purity from August by 11.6% (all bases were over 70% which is the minimum purity). While this does seem like a drastic increase in purity, this is no different than any other normal September, Southwest Airlines has spun the narrative that they are going above and beyond for the Flight Attendants but this is what normal operations have looked like in September for a decade. The Scheduling Committee maintained 35% of the Lines with all weekends off, and the Lines containing 3-on/off or 48-hour breaks did not exceed 18%. Our average line paid 90.62 TFP average work days were 13.11. The contractual numbers above do not include the two satellite bases of FLL and AUS.

The AUS Satellite base had an average of 66.94% pure lines, 60.52% all weekend off and 7.44% lines containing 3-on/off or 48-hour breaks. The average lines paid 92.28 tfps.

The FLL Satellite base had an average of 64.35% pure lines, 31.30% all weekend off and 20.87% lines containing 3-on/off or 48-hour breaks. The average line paid 88.24 tfps.

Xander built and is now keeping track of LODO Line statistics. Brandon Hillhouse and Xander as well as the Gizela Alvarez and Claudio Adams have been talking with Southwest Airlines about having more input with the LODO Lines.

Southwest Airlines continues to not budge regarding the assignment of New Hire premium pairings as well as LODO line building. It is Xander's understanding that the LODO line building is in the grievance process. Brendon has asked Xander for a list of premium pairings that were assigned to New Hires in the month of August as well as pairings that they could have been awarded instead. This has proven to be an EXTREMELY time consuming task but the committee feels this is the right thing to do for our membership.

The Line Writers for September Primaries were: Lisa Trafton, Shelley Taylor, Mark Torrez, Doreen Argyropoulos, Patrick Paladino, and Xander Ricker.

The Line Writers for September Secondary Lines were: Rebekah Knox, Patrick Paladino, Doreen Argyropoulos, Shelley Taylor and Xander Ricker.

The Scheduling Committee met with Southwest Airlines and members of the Negotiating Team to discuss Satellite Bases.

| Report From: | Scholarship |
|--|-------------|
| Submitted Report: | |
| <p data-bbox="553 388 1094 426">June and July 2022 Scholarship Report</p> <p data-bbox="310 508 1333 663">In June Scholarship Chairperson Genesis DaVoy answered emails and assisted members with their submissions for the 2022 scholarships. She also forwarded a scholarship opportunity to the LAS DEBM for Members dependents that live in Nevada.</p> <p data-bbox="310 703 1328 1056">July a communication was sent out on behalf of the Scholarship committee reminding Members of the upcoming deadline to submit applications. Scholarship Chairperson DaVoy continued to answer emails and questions regarding the scholarships. After the scholarship application deadline passed Genesis traveled to Dallas to meet with Madeleine Howard in order to obtain all of the submitted applications. Genesis scanned and converted all applications to pdf files so that they could be accessed in digital form and disseminated them to the Scholarship Panel for review.</p> | |

| Report From: | Shop Steward |
|---|--------------|
| Submitted Report: | |
| <p>Shop Steward Committee Report June 2022</p> <p>The Shop Steward Committee continues to meet monthly with Grievance Leaders in regards to procedural matters that have an effect on Shop Stewards. Had a Webinar with the Shop Stewards who have done virtual meetings with BOAT to hear feedback on June 30, 2022.</p> <p>The Shop Steward Committee met to discuss future Shop Steward communication including:</p> <ul style="list-style-type: none"> • Newsletter (Monthly) • Zoom Meetings (Monthly) • Conference Call (Monthly) <p>Shop Steward Communication Newsletter Shop Steward Newsletter – JULY</p> <ul style="list-style-type: none"> • Statistics and Trends • BOAT updates/ reviews from Webinar • Educating SS to remind members to get point totals due to high volume of meetings <p>The Shop Steward Committee answered and responded to all calls and emails sent to the committee in a timely manner.</p> <p>Had a round table discussion on issues addressed to the Shop Steward Committee.</p> | |
| <p>Shop Steward Committee Report July 2022</p> <p>The Shop Steward Committee continues to meet monthly with Grievance Leaders in regards to procedural matters that have an effect on Shop Stewards. Had a committee meeting on July 27, 2022 to go over possible upcoming changes in meeting style. Also conducted the Shop Steward Budget Process.</p> <p>The Shop Steward Committee met to discuss future Shop Steward communication including:</p> <ul style="list-style-type: none"> • Newsletter (Monthly) • Zoom Meetings (Monthly) • Conference Call (Monthly) <p>Shop Steward Communication Newsletter Shop Steward Newsletter – AUGUST</p> | |

- Statistics and Trends
- Notified that Kay Hogan is assisting Alice with scheduling meetings
- Shop Steward Info Cards

The Shop Steward Committee answered and responded to all calls and emails sent to the committee in a timely manner.

Had a round table discussion on issues addressed to the Shop Steward Committee.

| Report From: | Survey |
|---|--------|
| Submitted Report: | |
| <p>VeAnne has no report for June. VeAnne reports for July she assisted the NT with a phone bank, calling Dallas Flight Attendants over 2 days to remind them about the September 27th Informational Picket and to ask questions about what was important to them regarding Contract Negotiations. VeAnne also researched and prepped for the 2022 Annual Membership Survey.</p> | |

| | |
|---|----------------|
| Report From: | Uniform |
| Submitted Report: | |
| <p>The Uniform Committee has held several meeting sessions during July 2022 – August 2022 to discuss the rising issues related to uniform ordering issues, delayed items, back orders, and the New Hire Experience when fitting/ordering uniforms. We have been advised that the process will now be streamlined in hopes to alleviate these pain points and improve the experience all around, for new and current flight attendants. It seems that items that appear to be on back order have been coming in sooner than the date listed, so we encourage everyone that needs items to place your order. Once the items are in stock, they will ship.</p> <p>We've released the FAQ document to answer the most common questions that we are asked as well as created informational graphics that can be saved/shared as needed.</p> <p>We've continued to monitor the inventory on Maternity uniforms to ensure they are readily available in each base, should someone need them.</p> <p>Several reports of flight attendants having hemming issues with the Men's pants and women's dresses has come up and we have discussed this with management. We've asked that if a flight attendant experiences this, they take a picture and send it to the uniform committee before returning the item to Cintas. This way, we can keep note of these issues and try to ensure they are addressed by management.</p> <p>The company has announced that they are focusing on the Appearance standards and will performing more frequent appearance standards checks. We encourage everyone to adhere to the guidelines and know what the standards require while in uniform.</p> | |



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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

Safety Team Report

Michael Massoni – 1st Vice President & Operational Safety Chairperson

...The mission of the Unions Safety Team is to provide Union Leadership in all issues of health & safety; Technical Counsel to the TWU Executive Board; Representation to our Membership; Stewardship within our Company, Industry, its regulatory bodies and most importantly, facilitate Effective Communications between all...

To: TWU Local 556 Executive Board
CC: Thom McDaniel, TWU International Vice President
Date: August 13, 2022
Re: August 2022 EB Safety Team Report

Currently the Safety Team has the following open and/or resolved action items:

Aviation Safety Action Program (ASAP) – Reports in queue for ERC Review - 201

| | |
|--|--------|
| ASAP Reports received 2022 Year-to-Date: | 1664 |
| Accepted Reports Year-to-Date: | 1565 |
| Excluded Reports to date: | 99 |
| Acceptance Rate Year-to-Date: | 94.05% |
| Open Reports: | 99 |
| Total Reports Received in 2021: | 1995 |
| Total Reports Received in 2020: | 1336 |
| Total Reports Received in 2019: | 2880 |
| Total Reports Received in 2018: | 1716 |
| Total Reports Received in 2017: | 947 |
| Total Reports Received over the Life of Program: | 14209 |

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 06/11/22 through 08/10/22 = 845
Emergencies Declared for Period = 29

2022 Year-to-Date = 2781
All of 2021 = 5864
All of 2020 = 3182
All of 2019 = 4261
All of 2018 = 2462
All of 2017 = 2371

All of 2016 = 2887
 All of 2015 = 2843
 All of 2014 = 2119
 All of 2013 = 1138*
 All of 2011 = 1609

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

Flight Attendant Fatigue Risk Mitigation Program

Reports Received for Period: 06/11/22 through 08/10/22 = 98
 Open Reports = 0

Event Date Base FRMC Recommend Base Decision Final Disposition

| | | | | |
|------------|-----|----------------------------------|---------|----------------------------------|
| 07-31-2022 | DEN | Non Paid - No Crew Member Report | Accepts | Non Paid - No Crew Member Report |
|------------|-----|----------------------------------|---------|----------------------------------|

| | | | | |
|------------|-----|----------------------------------|---------|----------------------------------|
| 07-31-2022 | LAX | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-30-2022 | HOU | Non Paid - No Crew Member Report | Accepts | Non Paid - No Crew Member Report |
| 07-29-2022 | BWI | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-28-2022 | LAS | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-27-2022 | BWI | Non Paid - Nonoperational Cause | Accepts | Non Paid - Nonoperational Cause |
| 07-27-2022 | DAL | Non Paid - Nonoperational Cause | Accepts | Non Paid - Nonoperational Cause |
| 07-26-2022 | BWI | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-26-2022 | MDW | Non Paid - No Crew Member Report | Accepts | Non Paid - No Crew Member Report |
| 07-25-2022 | MDW | Non Paid - No Crew Member Report | Accepts | Non Paid - No Crew Member Report |
| 07-25-2022 | MDW | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-25-2022 | BWI | | Accepts | |

| | | | | |
|------------|-----|----------------------------------|----------|----------------------------------|
| | | Non Paid - Nonoperational Cause | | Non Paid - Nonoperational Cause |
| 07-25-2022 | MDW | Non Paid - Nonoperational Cause | Accepts | Non Paid - Nonoperational Cause |
| 07-25-2022 | HOU | Non Paid - No Crew Member Report | Accepts | Non Paid - No Crew Member Report |
| 07-25-2022 | OAK | Non Paid - No Crew Member Report | Accepts | Non Paid - No Crew Member Report |
| 07-25-2022 | HOU | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-25-2022 | DAL | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-25-2022 | OAK | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-25-2022 | OAK | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-25-2022 | DEN | Non Paid - Nonoperational Cause | Accepts | Non Paid - Nonoperational Cause |
| 07-24-2022 | HOU | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-24-2022 | HOU | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-24-2022 | DEN | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-24-2022 | HOU | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-24-2022 | MDW | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-24-2022 | DAL | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-23-2022 | PHX | Non Paid - Nonoperational Cause | Declines | Non Paid - Nonoperational Cause |
| 07-23-2022 | FLL | Non Paid - No Crew Member Report | Accepts | Non Paid - No Crew Member Report |
| 07-23-2022 | DAL | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-22-2022 | DEN | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-22-2022 | DAL | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-21-2022 | DAL | Non Paid - Nonoperational Cause | Accepts | Non Paid - Nonoperational Cause |

| | | | | |
|------------|-----|----------------------------------|---------|----------------------------------|
| 07-21-2022 | BWI | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-21-2022 | BWI | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-21-2022 | DAL | Non Paid - Nonoperational Cause | Accepts | Non Paid - Nonoperational Cause |
| 07-21-2022 | BWI | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-21-2022 | MDW | Non Paid - Nonoperational Cause | Accepts | Non Paid - Nonoperational Cause |
| 07-17-2022 | MCO | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-17-2022 | PHX | Non Paid - No Crew Member Report | Accepts | Paid - Operational Cause |
| 07-17-2022 | MCO | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-17-2022 | MDW | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-17-2022 | DAL | Non Paid - Nonoperational Cause | Accepts | Non Paid - Nonoperational Cause |
| 07-17-2022 | MDW | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-17-2022 | MCO | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-16-2022 | MCO | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-16-2022 | MCO | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-16-2022 | MCO | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-15-2022 | MDW | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-14-2022 | OAK | Non Paid - No Crew Member Report | Accepts | Non Paid - No Crew Member Report |
| 07-14-2022 | DEN | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-14-2022 | DEN | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-14-2022 | LAX | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-13-2022 | DEN | Non Paid - Nonoperational Cause | Accepts | Non Paid - Nonoperational Cause |

| | | | | |
|------------|-----|--|----------|----------------------------------|
| 07-11-2022 | HOU | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-10-2022 | MCO | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-10-2022 | OAK | Non Paid - No Crew Member Report | Declines | Non Paid - No Crew Member Report |
| 07-10-2022 | MCO | Non Paid - No Crew Member Report | Accepts | Non Paid - No Crew Member Report |
| 07-08-2022 | DAL | Non Paid - No Crew Member Report | Accepts | Non Paid - No Crew Member Report |
| 07-08-2022 | DAL | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-08-2022 | DAL | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-08-2022 | DAL | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-08-2022 | DAL | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-08-2022 | DAL | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-06-2022 | LAX | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-05-2022 | DEN | Non Paid - Nonoperational Cause | Accepts | Non Paid - Nonoperational Cause |
| 07-05-2022 | LAS | Non Paid - Nonoperational Cause | Declines | Non Paid - Nonoperational Cause |
| 07-04-2022 | MDW | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 07-01-2022 | LAX | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 06-27-2022 | MDW | Non Paid - Nonoperational Cause | Accepts | Non Paid - Nonoperational Cause |
| 06-26-2022 | OAK | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 06-25-2022 | LAX | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 06-24-2022 | BWI | Non Paid - No Crew Member Report | Accepts | Non Paid - No Crew Member Report |
| 06-23-2022 | OAK | No Decision Necessary - Informational only | | |

| | | | | |
|------------|-----|----------------------------------|----------|----------------------------------|
| 06-23-2022 | BWI | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 06-23-2022 | MDW | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 06-23-2022 | BWI | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 06-22-2022 | PHX | Non Paid - Nonoperational Cause | Declines | Paid - Operational Cause |
| 06-22-2022 | MCO | Non Paid - Nonoperational Cause | Accepts | Non Paid - Nonoperational Cause |
| 06-22-2022 | BWI | Non Paid - No Crew Member Report | Accepts | Non Paid - No Crew Member Report |
| 06-21-2022 | BWI | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 06-18-2022 | LAS | Paid - Operational Cause | Declines | Non Paid - Nonoperational Cause |
| 06-17-2022 | DEN | Non Paid - Nonoperational Cause | Accepts | Non Paid - Nonoperational Cause |
| 06-17-2022 | HOU | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 06-16-2022 | BWI | Non Paid - No Crew Member Report | Accepts | Non Paid - No Crew Member Report |
| 06-16-2022 | BWI | Non Paid - Nonoperational Cause | Accepts | Non Paid - Nonoperational Cause |
| 06-16-2022 | LAS | Non Paid - Nonoperational Cause | Accepts | Non Paid - Nonoperational Cause |
| 06-16-2022 | DEN | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 06-15-2022 | BWI | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 06-15-2022 | DEN | Non Paid - Nonoperational Cause | Accepts | Non Paid - Nonoperational Cause |
| 06-13-2022 | MDW | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 06-12-2022 | DAL | Non Paid - Nonoperational Cause | Accepts | Non Paid - Nonoperational Cause |
| 06-12-2022 | LAX | Paid - Operational Cause | Accepts | Paid - Operational Cause |

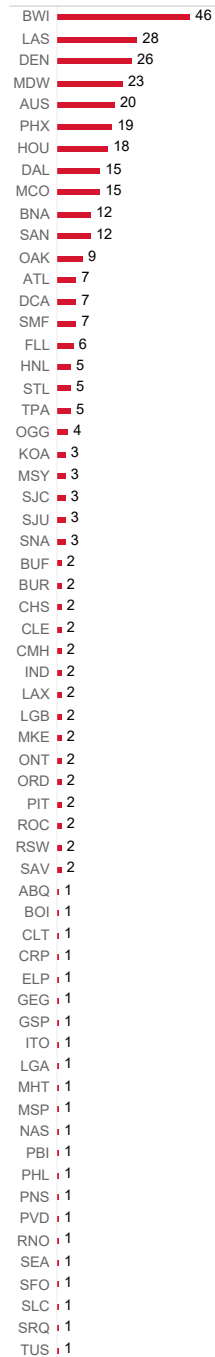
| | | | | |
|------------|-----|----------------------------------|---------|---------------------------------|
| 06-12-2022 | LAX | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 06-12-2022 | LAX | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 06-11-2022 | DEN | Non Paid - No Crew Member Report | Accepts | Non Paid - Nonoperational Cause |
| 06-11-2022 | LAS | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 06-11-2022 | LAX | Paid - Operational Cause | Accepts | Paid - Operational Cause |
| 06-11-2022 | LAS | Paid - Operational Cause | Accepts | Paid - Operational Cause |

| | |
|--|-----|
| Fatigue Reports received 2022 Year-to-Date: | 323 |
| Paid – Operational Causation Year-to-Date: | 197 |
| Non-Paid – Operational Causation Year-to-Date: | 2 |
| Non-Paid – Non-Operational Causation Year-to-Date: | 76 |
| Non-Paid – No Crew Member Report Year-to-Date: | 41 |
| No Decision Necessary - Informational Only Year-to-Date: | 7 |
| Fatigue Reports received all of 2021: | 240 |
| Fatigue Reports received all of 2020: | 45 |
| Fatigue Reports received all of 2019: | 44 |
| Fatigue Reports received for the life of the program: | 329 |

Most Current Hot Aircraft Event Reporting

Hot Aircraft Overview 07.25.2022 - 07.31.2022

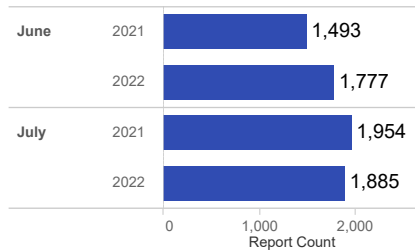
Hot AC Total by City



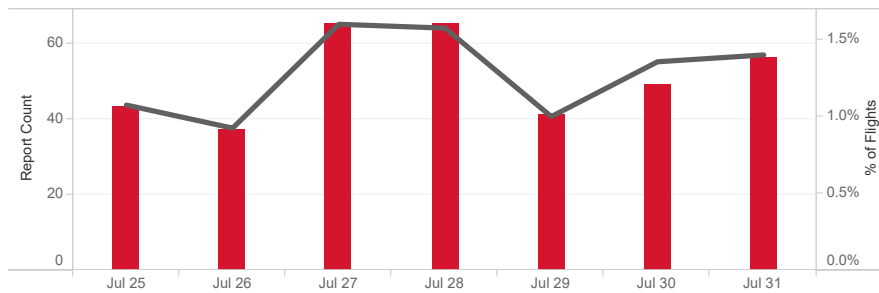
Reports by Type - 2 Week Lookback

| Data Type | Hot AC Reports | | % Difference | |
|---------------|----------------|-----------|--------------|-----------|
| | 7/18/2022 | 7/25/2022 | 7/18/2022 | 7/25/2022 |
| ACARS | 391 | 310 | -20.72% | |
| FO SOPI | 2 | | -100.00% | |
| IF SOPI | 7 | 2 | -71.43% | |
| Inflight Form | 82 | 44 | -46.34% | |
| Grand Total | 482 | 356 | -26.14% | |

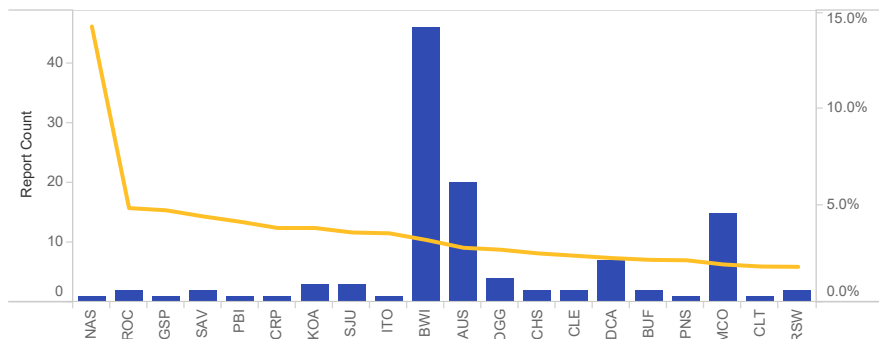
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



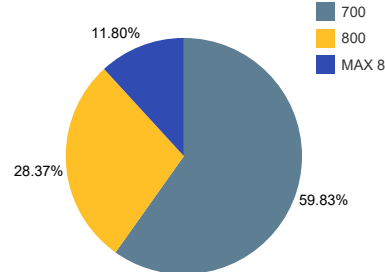
Stations - Top 20 Based on % of Flights



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

Hot Aircraft by Fleet

Percent of total Hot AC Reports received



| Fleet | Hot AC Reports | % of Flights** |
|-------|----------------|----------------|
| 700 | 213 | 1.44% |
| 800 | 101 | 1.48% |
| MAX 8 | 42 | 5.08% |

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

'Hot' Aircraft and Gates

Aircraft with four or more reports

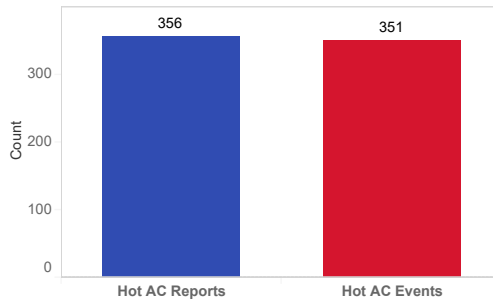
| AC Number | |
|-----------|---|
| 8327 | 6 |
| 8685 | 5 |
| 565 | 4 |
| 732 | 4 |
| 962 | 4 |
| 8702 | 4 |
| 8749 | 4 |

Gates with three or more reports

| Station | Gate | |
|---------|------|---|
| BWI | B12 | 3 |
| | B9 | 3 |
| HOU | 3 | 4 |
| BNA | C22 | 3 |
| | | |
| SAN | 11 | 3 |

Reports versus Events

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

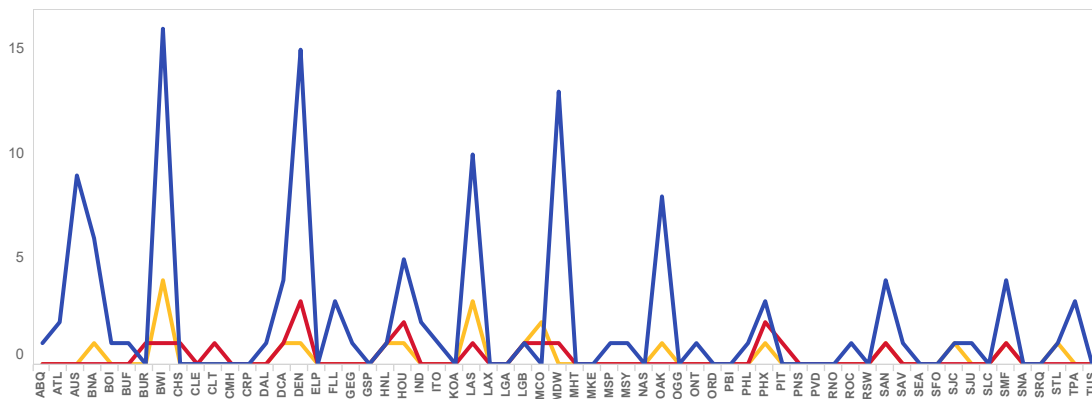


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

| | 7/18/2022 | 7/25/2022 |
|----------------------------|-----------|-----------|
| % Air Not Connected | 45.27% | 40.00% |
| % Ops Agent Not Present | 3.58% | 6.45% |
| % Ramp Agent Not Available | 4.60% | 6.77% |

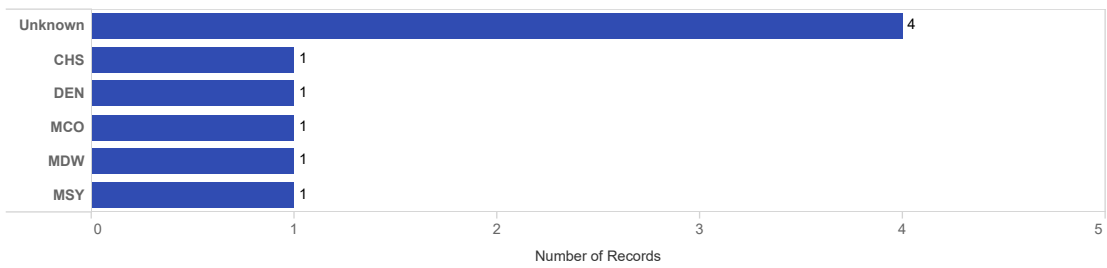


Good Job ACARS

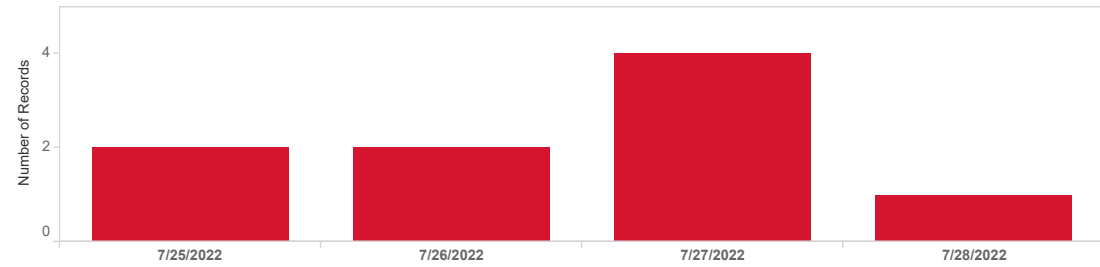
If this section is left blank, it is intentional and means there were no "good" messages from the Pilots this week.

Customer Hot AC Complaints for the week of 07/25/22 to 07/31/22

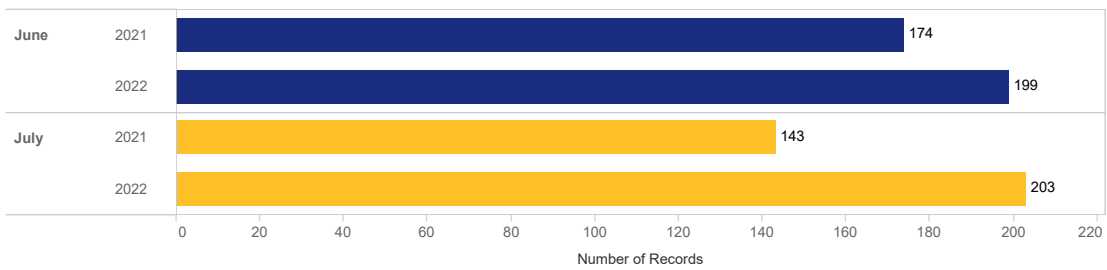
Pax Complaints by Originating City



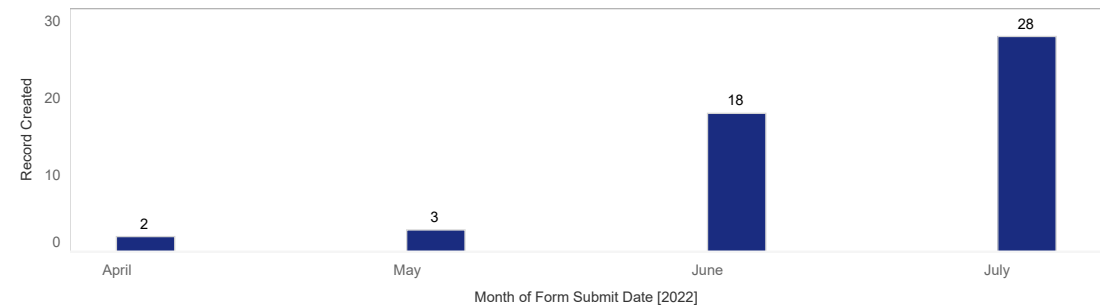
Pax Complaints by day



Year over Year Customer Complaints

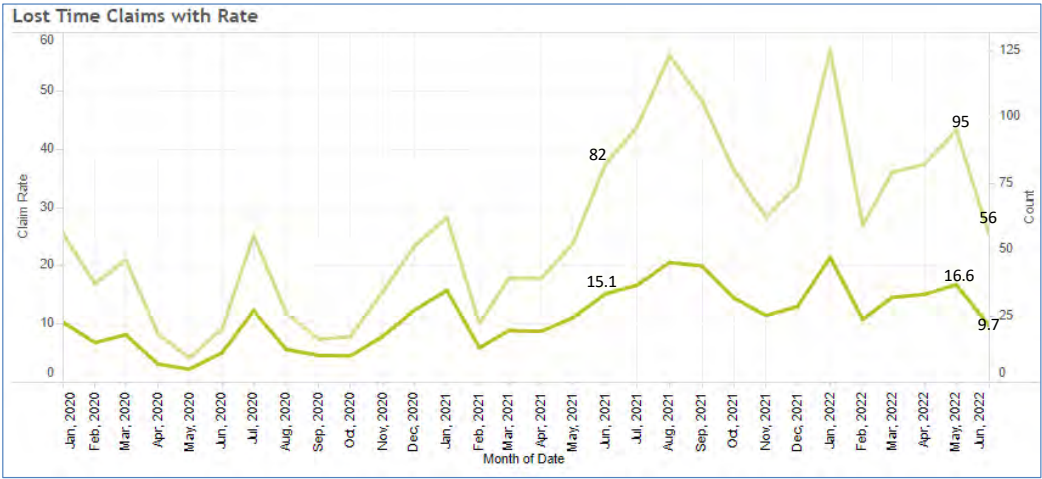


Monthly Inflight LINK Report Submissions | 3 Month Lookback

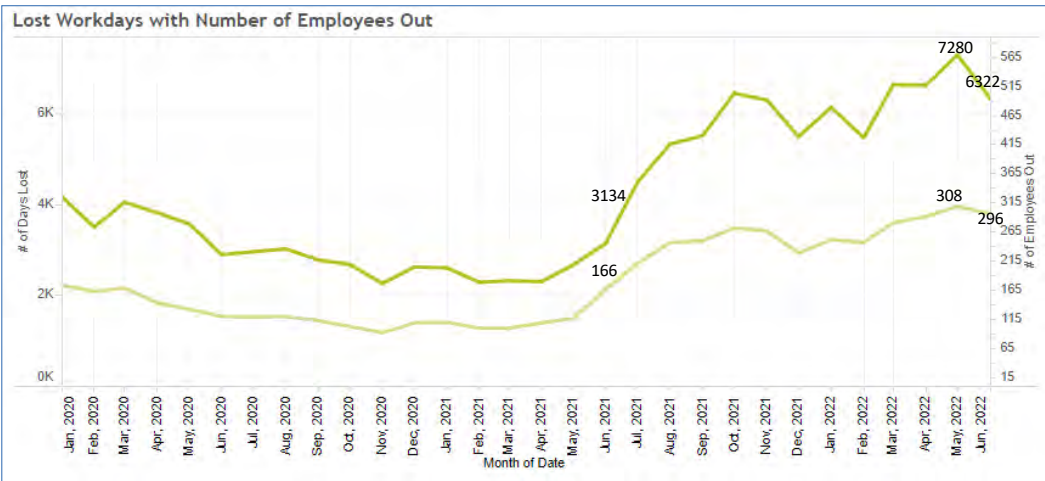


Current Occupational Injury Data:

LTCR



Lost Workdays



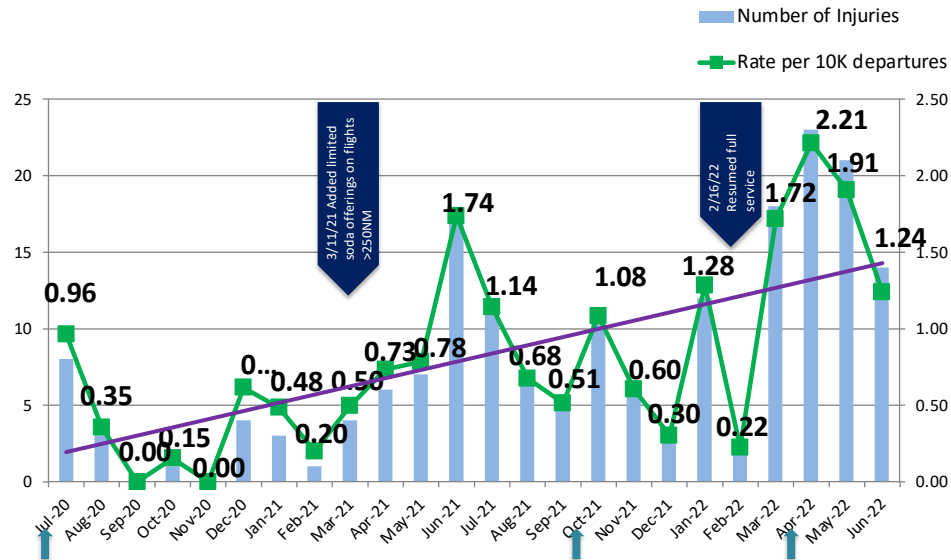
OSHA Recordable (Inflight)

| | Date of Loss / OSHA Recordable | | | | | |
|-----------|--------------------------------|------|----------|------|----------|------|
| | 2020 | | 2021 | | 2022 | |
| | Non-OSHA | OSHA | Non-OSHA | OSHA | Non-OSHA | OSHA |
| January | 84 | 52 | 36 | 64 | 60 | 118 |
| February | 77 | 39 | 30 | 25 | 65 | 60 |
| March | 100 | 33 | 44 | 38 | 77 | 79 |
| April | 29 | 11 | 50 | 37 | 98 | 87 |
| May | 8 | 10 | 51 | 55 | 75 | 88 |
| June | 42 | 21 | 74 | 77 | 76 | 72 |
| July | 40 | 48 | 70 | 94 | | |
| August | 36 | 27 | 82 | 118 | | |
| September | 31 | 19 | 70 | 93 | | |
| October | 28 | 15 | 72 | 81 | | |
| November | 32 | 33 | 52 | 64 | | |
| December | 30 | 50 | 42 | 80 | | |

Cause (Inflight-Top 10)

| Cause General | 2020 | 2021 | 2022 |
|---------------------|------|------|------|
| Struck by/Against | 175 | 336 | 248 |
| Slip/Trip/Fall | 130 | 270 | 153 |
| Other | 170 | 223 | 138 |
| Carrying/Lifting | 66 | 171 | 92 |
| Pushing/Pulling | 49 | 91 | 79 |
| Collision | 27 | 27 | 26 |
| Weather | 16 | 25 | 36 |
| Contact with object | 29 | 27 | 16 |
| Caught In/Between | 15 | 43 | 13 |
| Strain | 14 | 30 | 11 |

Flight Attendant Turbulence Injuries



Blue bars are the number of injuries (medical or lost time in the workers comp system)

Green line is rate per 10K departures

Purple line is the trend line on the rate per 10K departures.

Yellow arrows are months a Flight Attendant serious injury due to turbulence occurred.

For June 2022 – 14 FA turbulence injuries, rate per 10K departures of 1.24. All injuries occurred on long haul flights (>250NM). None were NTSB reportable. Two events with two Flight Attendants injured. Two injuries during climb phase. In one case FA got up to close overhead bins that opened and was standing during takeoff and was injured during turbulence on initial climb. In the second event the Flight Attendant was in the jumpseat and had the harness on. 5 injuries during cruise and 7 during descent.

Comparing to the prior month: in May there were 21 injuries and a rate of 1.91 per 10K departures. Seeing a decrease from last month, but over all a noticeable upward trend over the last 24 months (purple line).

Looking further back over the past few years, comparing month of June only:

2021 – 17, 1.74

2020 – 02, 0.31

2019 – 15, 1.28

2018 – 05, 0.42

So, the number and rate this month is lower than 2021 and 2019 and higher than 2020 and 2018. The OJI “incurred” cost, or best estimate, for month of June is approximately \$206,000. 2022 YTD slightly over \$1.24M.

OSHA 300 Log Distribution (In Files Section of Sales Force)

Open Discussion Items:

- SWAU Advanced Qualification Program (AQP) for Inflight Ops Update: See PowerPoint Presentation
- Continued marked drop in ENS activity concerning unruly passenger behavior/non-compliance

Coronavirus Update:

Current COVID-19 U.S. Stats as of 13AUG22:

Case Mortality Rate: 1.12%



Updated CDC Guidance on Quarantining and Masking:

- Recommending that instead of quarantining if you were exposed to COVID-19, you wear a high-quality mask for 10 days and get tested on day 5.
- Reiterating that regardless of vaccination status, you should isolate from others when you have COVID-19.
 - You should also isolate if you are sick and suspect that you have COVID-19 but do not yet have test results.
 - If your results are positive, follow CDC's full isolation recommendations.
 - If your results are negative, you can end your isolation.
- Recommending that if you test positive for COVID-19, you stay home for at least 5 days and isolate from others in your home. You are likely most infectious during these first 5 days. Wear a high-quality mask when you must be around others at home and in public.

- If after 5 days you are fever-free for 24 hours without the use of medication, and your symptoms are improving, or you never had symptoms, you may end isolation after day 5.
 - Regardless of when you end isolation, avoid being around people who are more likely to get very sick from COVID-19 until at least day 11.
 - You should wear a high-quality mask through day 10.
- Recommending that if you had [moderate illness](#) (if you experienced shortness of breath or had difficulty breathing) or [severe illness](#) (you were hospitalized) due to COVID-19 or you have a weakened immune system, you need to isolate through day 10.
- Recommending that if you had [severe illness](#) or have a weakened immune system, consult your doctor before ending isolation. Ending isolation without a viral test may not be an option for you. If you are unsure if your symptoms are moderate or severe or if you have a weakened immune system, talk to a healthcare provider for further guidance.
- Clarifying that after you have ended isolation, if your COVID-19 symptoms worsen, restart your isolation at day 0. Talk to a healthcare provider if you have questions about your symptoms or when to end isolation.

Scheduled and Standing Meetings:

- July 21, 28, August 4, 11, 18, 25, 2022 – Safety and Regulatory Compliance Teams Meeting with Steve Murtoff, Tom Raffalski and Dominick Renteria
- August 24, 31, 2022 – Top 5 Catch-up Teleconference
- July 20, 2022 – Fall ASAP InfoShare Planning Teleconference
- July 19, August 16 – 18, 2022 - Executive Boards
- July 15, June 30, 2022 – SMS/ASAP Reorganization Update with Corporate Safety
- July 28, 2022 – Union Leadership Earnings Debrief
- August 2, 2022 – RT/RQ 2023 and AQP Updates
- August 3, 2022 - Virtual Executive Board Special Meeting
- August 9 – 11, 2022 - Space Bin Bag Test and Walkthrough
- August 16, 2022 - Space SRM/Risk Assessment
- August 25, 2022 - SWA ASAP Internal InfoShare