



TWU Local 556

The Union of Southwest Airlines Flight Attendants

Bob Jordan
Southwest Airlines
2702 LoveField Dr.
Dallas, TX 75235
Sent via email bob.jordan@wnco.com

Dear Bob,

From January 15th to the 23rd, 88.69% of Southwest Flight Attendants participated in a Strike Authorization Vote. We started with 19,327 eligible voters and, after a thorough eligibility process, ended up with 17,143 eligible votes. 16,796 voted in favor of a strike authorization, a 98% approval with 88.69% voter participation. You should know that this was a Member-driven action. The Flight Attendants demanded a strike vote be taken, and the Union responded. This should indicate to you that the Flight Attendants have reached the lowest morale in the history of Southwest Airlines.

Flight Attendants recognize the accurate and true degradation of their careers over their lifetime. They are resoundingly telling you that they will no longer tolerate the denigration. Over time, Flight Attendants have been devalued in numerous ways. Most notably, the pay steps have not kept up with inflation. You must acknowledge that inflation has devastated the purchasing power of Flight Attendants, especially those who have been stagnant at the top of the scale. Their ability to pay daily expenses has diminished significantly. Imagine spending decades working to earn a living but working longer and harder today than in your twenties just to make ends meet. Value must be delivered to these long-time, dedicated employees.

Understand that while many still apply for the Flight Attendant role, new hires report feeling disillusioned when faced with paying for uniforms after being paid a pittance for the five weeks spent training. Many struggle with the cost of coming to work as they may be based far from home, and they must pay those expenses on their own. More Senior Flight Attendants often help our new hires survive, making their own sacrifices to pay for their meals if able. The New Hires are exhausted after laborious reserve days and reassignments. They were told they were coming to work for an employer who “cared” about them, but the meltdowns, the meager pay, and the constant reschedules have eroded that claim.

The TWU Local 556 Negotiating Committee worked using a facts-based approach, and we sought to negotiate every item our Flight Attendants needed to accommodate for the increased chaos they have experienced in their working lives. However, we were not provided with

Transport Workers Union of America AFL-CIO Local 556

8787 N Stemmons Frwy, Suite 600, Dallas, TX 75247

Phone: (214) 640-4300 | Web: twu556.org

transparency or necessary information from your team. Information we needed to make decisions at the table, such as plans to offer flights out of DFW, and red-eye flights. We were told things that turned out to be inaccurate, such as getting the extension of medical benefits for those injured in the line of duty approved by your Board of Directors. The lack of information hindered our ability to make the most informed decisions feeling unfair to us as business partners. It was particularly disheartening to see the information delivered to our counterparts at SWAPA but withheld from us.

We were not granted many provisions that would have addressed the unproductive trips and the irregular operations that are constantly endured with no additional pay. Adding insult to injury, you extended benefits to the pilots that were not made available to your Flight Attendants. Benefits that are matters of basic personhood, not differences in roles. Upon seeing the final agreement offered to the pilots, it became evident that Flight Attendants are not equally valued. We understand that there is a difference in the roles we play. However, both workgroups contribute, and both are required to push back from the gate. Many items included in their Tentative Agreement are commonalities both workgroups share.

Had you extended the same considerations the TWU Local 556 Negotiating Committee requested, it is far more likely the Tentative Agreement would not have been rejected, and we might have seen the same success in our negotiating goals as the pilots. We congratulate them and are happy to see their matters resolved.

Now, it is time for Southwest Airlines Management to prove that Southwest Flight Attendants are equally valued by delivering the items of personhood. It is a matter of fairness, value, and respect.

We demand the following and ask that you direct your Negotiating Team to return to the table immediately, as the Flight Attendants should not suffer any longer.

Leaves and Insurance

- Emergency Leave for Employees to care for immediate and extended family members who have a grave illness or life-threatening injury.
- OJI Insurance Continuation
- Medical Leave - Health Insurance Continuation
- Medical Leave - Travel Privileges for employees and dependents for the duration
- Regular Plan Improvements with Vision
- Additional Maternity coverage between 60 days or more until the baby is born - Maternity kicks in on date of birth.

Reschedule, Duty, Commuting and Compensation

- Reschedule Protections - protect our time - protect our schedule enhanced pay premiums to match the pilots - last day late return, leg change, etc.

- Commuters - Must Ride and Hotels, if rescheduled to return later and no available flights.
- Driver Commuter Policy
- Red Eye - pairing and rules based on domicile time (circadian rhythm)
- Enhanced Pay Premiums to match the pilots above and on, RIGs our time and labor is just as valuable
- Out-year raises of more than 3% each year - raises that exceed pre-2019 historical inflation
- More days qualify for holiday pay - if we are away on a Holiday, it should be no different than a pilot (add New Year's Day, Easter Sunday, Memorial Day (TA2023), Independence Day (TA2023), Labor Day, Christmas Eve Day).

Additional Items:

- Reserve provisions - allowing more control of schedule
- Annual Training Pay 6.5 TFP (in-person)
- New Hire Paid Uniforms
- COVID leave/pulls - any offerings to the Pilots should be afforded to us as well
- Sick leave accrual remains unchanged

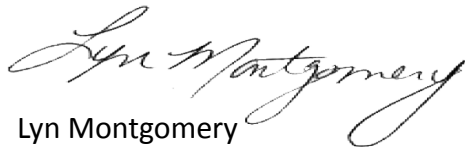
Pay that is a true increase in today's economic environment

- Further increase in pay

This list of demands is not all-inclusive; we will seek improvements to other areas not listed above.

The Flight Attendants have the final say in their agreement. They have spoken, and any agreement moving forward must be worthy of their yes vote.

Sincerely,



Lyn Montgomery
President and Lead Negotiator
TWU Local 556