



TWU Local 556

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New Contract Achieves Industry-leading Gains for Members of TWU Local 556, Union of Southwest Airlines Flight Attendants

TWU Local 556 Members propel Flight Attendant industry with historic fight, record gains.

DALLAS (April 24, 2024) – Standing in Solidarity, Members of TWU Local 556, the Union of Southwest Airlines, achieved several historic firsts since their Contract became amendable, including flying through a pandemic, taking the Local’s first-ever Strike Authorization Vote, enduring the airline’s most epic operational meltdown, and even voting down a previous tentative agreement – all on their way to a historic agreement with Southwest Airlines, one that introduces record gains for Flight Attendants and sets a new standard for the profession.

“This was about our Members raising their voices and choosing to lift not only themselves, but also an entire industry. With their tenacity and perseverance, the Flight Attendants of Southwest Airlines have shown that we can do great things when we are committed to standing in Solidarity,” Lyn Montgomery, President and Lead Negotiator of TWU Local 556, said. “It’s an honor and privilege to serve this Membership in such a time as this.”

Representing historic gains in improvements to compensation and quality of life, TWU Local 556 Members have ratified a tentative agreement that maintains the shortest duty day and highest pay in the industry, adds compensation for irregular operations like those experienced during the historic operational meltdown, maintains no minimums, and includes industry-first paid maternity and parental leave. This new contract governs the working relationship between TWU Local 556 and Southwest Airlines for four years, and includes:

- 22.325% snap-up raise May 1, 2024 + 3% in 2025, +3% in 2026 and +3% in 2027
- Ratification bonus paid to Flight Attendants based on how much they flew during the years of negotiations, a total of at least \$364 million
- **Industry-first paid maternal and parental leave, with healthcare coverage**
- Additional compensation for extra time spent on the ground while on duty
- Enhanced compensation for irregular operations
- Premium pay for extended duty day
- Pay protections for Flight Attendants who experience an on-the-job injury
- Holiday pay for an additional three holidays (July 4th, Memorial Day and Labor Day)

- Revised Reserve system that ends 24-hour on-call and limits disturbances to Flight Attendants' rest
- Reschedule protections for those Flight Attendants who hold lines
- Enhanced regular healthcare plan, with vision coverage

The Union of more than 21,000 Southwest Airlines Flight Attendants had been without a new agreement since November 2018 – before Flight Attendants bravely flew through a pandemic, were exposed to increased passenger aggression, and weathered the threat of paycuts and furloughs from their employer. A previous tentative agreement reached with Southwest Airlines was voted down by TWU Local 556 Members in December 2023. Earlier this year, Southwest Airlines Flight Attendants created a historic first in voting overwhelmingly – 98% yes – for the first strike authorization vote in the Local's history against Southwest Airlines.

“We experienced many ‘firsts’ for our Union on our way to our contract, but together, we have achieved a landmark Contract that we believe has the power to change the industry for the better,” Montgomery said.

“For far too long, Flight Attendants across the aviation industry have had to fight to improve our compensation and quality of life,” she said. “We are grateful for the support we have received from our fellow Flight Attendants, and from our Union family from many different industries. This Contract is proof that Solidarity works.”

Voting on the tentative agreement opened April 10 and closed April 24. Of the eligible votes cast 81% (15,354) were yea and 19% (3,528) were nay. The newly ratified Contract goes into effect May 1, 2024.

About TWU Local 556

The Transport Workers Union of America Local 556 (TWU Local 556) represents more than 21,000 Flight Attendants at Southwest Airlines. The mission of TWU Local 556, through collective bargaining, is to provide adequate wages, retirement, and safe working conditions for its Members. The Union promotes legislation and engages in other activities to safeguard the economic security and social welfare of working people, to protect each Member from unjust discipline and to promote the well-being and continued employment of all Members.

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