

Fast Fact Friday

Basics of Reporting

Friday, May 9, 2025

Q1: “I received an email from my supervisor requesting a response to a customer’s letter. An Irregularity Report (IR) is what I need to fill out, right?”

Yes, your supervisor is requesting that you fill out an IR to hear your side to the customer letter. Please complete the requested IR in a timely fashion. Class 3.4 of our Work Rules and Expectations states that a “(f)ailure or delay to prepare and submit written reports” is a possible violation that may result in discipline.

Please remember that IRs about alcohol related incidents must be submitted within 24 hours of the event.

IRs should contain factual, straight-forward information only. Before starting to write the IR, if you have any questions or concerns about the contents of the report, please contact the Union Office. (214) 640-4300

IRs can be submitted via the **“SWA Reporting”** app on your iEFB or **SWALife > My Work > Inflight > Reporting > Irregularity Reporting (IR) for FAs**.



Q2: “I’m flying ‘A’ and was in the back galley grabbing something from the backstock and noticed passengers boarding the aircraft! The Ops Agent started boarding without confirming that we were in our boarding positions. What report should I fill out?”

The Aviation Safety Action Program (ASAP) should be used to report any safety incident or event that occurred inadvertently and unintentionally while performing your duties as a Flight Attendant. Because you were not in the FAA required boarding position for the commencement of boarding, you can fill out an ASAP Report to both cover the fact that boarding started before you were in position and allow SWA, TWU Local 556, and the FAA to review this incident to consider changes.

ASAP Reports must be submitted within 24 hours of the event or within 24 hours of becoming aware that the event occurred. You can submit your ASAP via the **“ASAP”** app on your iEFB or **SWALife > My Work > Inflight > Reporting > ASAP Reporting for FAs**. Preliminary ASAP reports can be filed by calling (866) 231-8338.

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AVIATION SAFETY ACTION PROGRAM (ASAP)

SWALife

SWALife > My Work >
Inflight > Reporting >
ASAP Reporting for FAs

iEFB



Phone

You can also file a
preliminary ASAP by calling:
(866) 231-8338.

Q3: “I had an eleven (11) hour overnight, followed by an eighteen (18) hour duty day and another ten (10) hour overnight. My brain is so fuzzy, and I don’t feel safe to work. Is there anything I can do?”

TWU Local 556 and Southwest Airlines take the safety of our crews, planes, and passengers very seriously. When you experience fatigue which you believe would make performing your work duties unsafe, please remember the Fatigue Policy language in Article 25.16. After you call Crew Scheduling and notify them of your fatigue, they’ll pull you from your assignment and ensure you have an uninterrupted eleven (11) hour rest period. At the time of the fatigue call, Crew Scheduling will attempt to reassign you but if they cannot, they’ll instruct you to call back after your eleven (11) hours of rest for reassignment.

NOTE: To be considered for pay, you will need to complete the **“Fatigue Call”** report on your iEFB in the **“SWA Reporting”** app within 72 hours of reporting fatigued to Crew Scheduling.

But did you know that even if you don’t feel the need to call in fatigued, you can still report fatigue situations or concerns? Fatigue concerns can be shared with SWA, TWU Local 556, and the FAA by submitting a **“Fatigue Concerns”** report on the **“SWA Reporting”** app.

FATIGUE CONCERN REPORT




When you get into the Fatigue Report, click “Fatigue Concern” instead of “Fatigue Call”.

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Q4: “I had a horrible overnight experience at our Crew hotel in (city). Who should I report this to so it can be addressed?”

Fill out the “Crew Rest Feedback Form” on your iEFB in Comply365. The Crew Accommodations Board (CAB) will take your concern and provide insight and/or do research into the situation. Our CAB consists of Pilots and Flight Attendants who have an invested interest in ensuring our overnight hotels not only meet our contractual standards, but exceed them.

There have been instances where Flight Attendants have thought the appropriate course of action for a hotel complaint is an online review, such as Yelp. This is not the appropriate way to report an incident involving one of our Crew hotels as it can cause issues when our CAB is attempting to negotiate new contracts and extensions, even at different properties.

The “**Crew Rest Feedback Form**” can be found on your iEFB in **Comply365 > My Forms > Inflight > Crew Rest Feedback Form**.



Q5: “My B Flight Attendant is adamant that we pass out cans and not cups. I know it’s not a big deal in the grand scheme of things... but when I told them that I wasn’t comfortable doing that, they refused to even set up my galley. Now they’re being really confrontational about anything and everything. I’m starting to feel picked on because I caught the A and B talking about me in the forward galley earlier. I’ve tried to talk to them both and make sure that we can keep everything professional... but neither will talk to me. Is there anything I can do instead of taking this to my Supervisor?”

Professional Standards provides confidential assistance in resolving duty related (not personal) conflict between Flight Attendants and Flight Attendants as well as Flight Attendants and Pilots, without involving Southwest Airlines Management. Before turning to Management with a non-emergency issue, please call Professional Standards for guidance.

Please Note: If this situation escalates to bullying, please contact the Union Office for guidance.

(214) 640-4390 -or- professionalstandards@twu556.org

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NOTE: Southwest Airlines and TWU Local 556 do not condone any form of discrimination, harassment, or abuse (verbal or physical). If you experience any forms of discrimination, harassment, or abuse, please report it to the appropriate parties as soon as possible. If you have any questions or need assistance, don't hesitate to call the Union Office. **(214) 640-4300**

PROFESSIONAL STANDARDS



Phone

(214) 640-4390



Email

professionalstandards@twu556.org



FAST FACT FRIDAY

TWU LOCAL 556 EDUCATION COMMITTEE

