

Fast Fact Friday

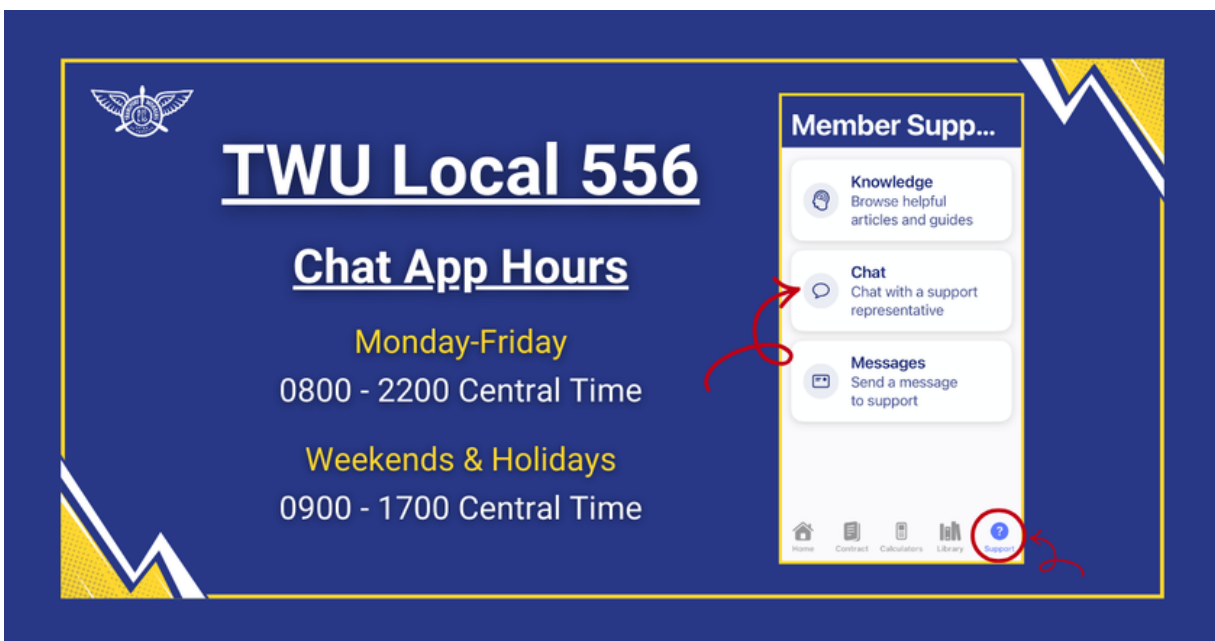
Union Resources

Friday, December 5, 2025

Q1: “Help! I’m stranded and don’t know my options! Who should I contact for guidance?”

TWU Local 556 is always in your corner. If you have questions, concerns, or need guidance, your first stop should always be our Union. Always remember that while Southwest Airlines Supervisors are generally nice and approachable, they’re primary concern is first and foremost, the protection and success of the Company. When in doubt, reach out to TWU Local 556 as your first step. Our Union can be reached 7 days a week, 365 days a year.

The easiest way to speak with our Office and Grievance Team is through the 556 Chat feature on our app. A Team Member is available Monday-Friday from 0800-2200 Central Time and Weekends/Holidays from 0900-1700 Central Time.



TWU Local 556 is also available via phone at **(214) 640-4300**. Office hours are Monday through Friday from 0800-1800 Central Time.

NOTE: In order to file a grievance or get a Shop Steward assigned for a meeting, you **MUST** contact the Grievance Team.



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Q2: “At our family Thanksgiving dinner, my aunt had a medical emergency, and I had to perform CPR. I’m still feeling anxious and losing sleep. Is there anyone I can call to help me through this?”

The Critical Incident Stress Management (CISM) Team is available to assist when we experience a traumatic situation while on duty or off. A highly trained CISM representative is available 24 hours a day, 7 days a week.

(214) 640-4380



Q3: “I don’t know how to say this, but I’m worried about how much I’ve been drinking just to deal with life. I feel really alone. Is there anyone who can help?”

Always remember that asking for help is not a weakness... it actually shows an incredible amount of strength! The line-flying Flight Attendants who are part of our Flight Attendant Drug and Alcohol Program (FADAP) are available for confidential guidance and support 24/7/365. If you (or someone you love) are struggling with depression, or a drug or alcohol addiction, please reach out to FADAP.

FADAP@twu556.org



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Q4: “The holiday season is very difficult for me. Is there anyone I can speak with to get help?”

While not sponsored by TWU Local 556, Clear Skies (the SWA Employee Assistance Program) provides you and your family with mental health services, family counseling, and so much more. From providing up to eight (8) counseling sessions per presenting issue (per person and at no cost) to coping with work-life balance issues, Clear Skies offers a multitude of resources and programs to SWA employees.

(800) 742-8911



For information about the resources and programs available, visit www.swaclearskies.com.

Q5: “I have a personal situation that may require some time off of work. Is there someone I can speak with about Leave of Absence options?”

Absolutely! There are multiple types of Leaves of Absence available to us, including Medical Leaves, Bereavement and Emergency Leave, Maternity, Parental, and Extended Bonding Leave, and so much more! If you have questions about a LOA and how it could pertain to your specific situation, you can submit a “General Inquiry” request to Southwest Airlines Inflight Attendance and Leave via Workday:

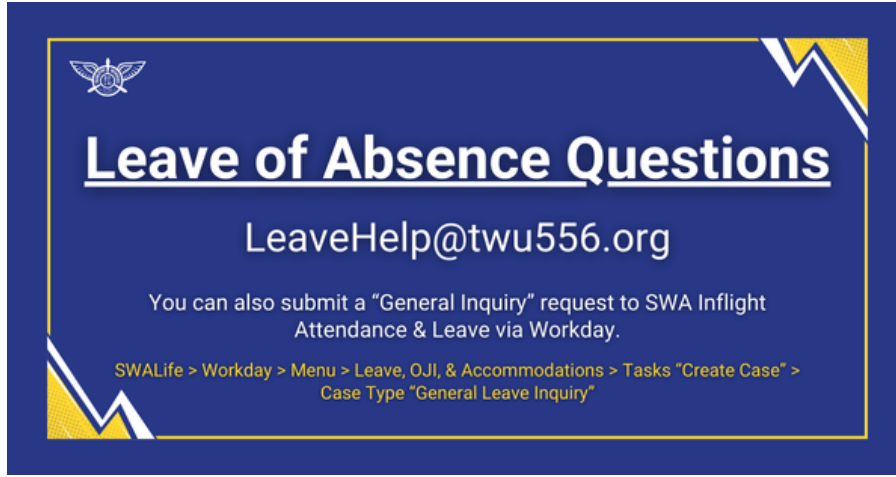
SWALife > Workday > Menu > Leave, OJI, & Accommodations > Tasks - “Create Case” > Case Type - “General Leave Inquiry”

If you still have questions after contacting Inflight Attendance and Leave, we have TWU Leave Specialists available to you.

LeaveHelp@twu556.org

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Leave of Absence Questions

LeaveHelp@twu556.org

You can also submit a "General Inquiry" request to SWA Inflight Attendance & Leave via Workday.

SWALife > Workday > Menu > Leave, OJI, & Accommodations > Tasks "Create Case" > Case Type "General Leave Inquiry"

Bonus Question: "Winter Storm Chan completely messed up my trip. I have questions about the completed audit. Is there anyone I can speak with to break down all the premiums and guarantees?"

The Inflight Payroll Audit team finalizes all of our pairing audits. If you have questions about your audit, you can reach them at InflightPayrollAudit@wnco.com. If you still have questions, TWU Local 556 has the Research, Reschedule, and Analysis Committee (RAC). This team of knowledgeable co-hearts can help provide clarity for your finalized audit and reschedule questions.

RAC@twu556.org



TWU Local 556
Research, Reschedule,
and Analysis Committee (RAC)

RAC@twu556.org

Please wait for your pairing to reflect "Audit Complete" before reaching out to the RAC.



$$M = \left(\frac{x_1 + x_2}{2}, \frac{y_1 + y_2}{2} \right)$$

