TWU Local 556

Welcome to BNA

It is such a pleasure to welcome you to Nashville (BNA) - Music City!

My name is Diane Flagg, and I am your Nashville Domicile Executive Board Member. The BNA Inflight Base opened in 2024 and our growth continues. Quickly becoming one of the larger Bases, Southwest Airlines operates out of Terminals D, and C, carrying a large number of Passengers to both domestic and international destinations. This creates great potential and options for our operations.

Inflight Lounge

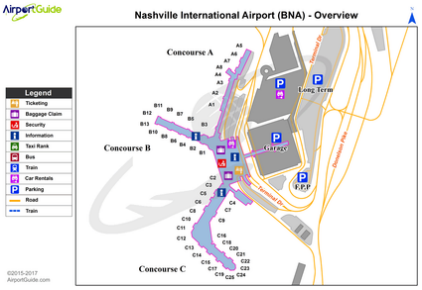
The BNA Inflight Crew Lounge is located near gate D3. ALL Flight Attendant's are required to scan their badge. For instructions on accessing the elevator and the Lounge, or to verify the current access codes, refer to your IEFB, SWALife, or contact the BNA Inflight Office for assistance. Please note that SWALife has been known to not have the most up-to-date access codes, so be sure to have the Lounge contact information saved in your phone.

BNA Inflight Lounge:
Hours of Operation
0500-1800 Local Time
Phone: (629) 240-6700
Fax: (629) 240-6715

Base Information:

- SWALife > My Work > Inflight > Domiciles > BNA
- IEFB > MyMobile > Collections > Base & Overnight Information

Email
InflightBase-BNA-DG@wnco.com



The BNA Mail Code is:

BNA9FA

Good to Know

TWU Local 556

Resources

Critical Incident Stress Management (CISM)
(214) 640-4380 available 24/7
cism@twu556.org

Flight Attendant Drug & Alcohol Program (FADAP)
(214) 640-4307 available 24/7
FADAP@twu556.org

Professional Standards
(214) 640-4390
professionalstandards@twu556.org

Crew Scheduling
(214) 792-5477

Inflight Attendance and Leave
(214) 792-5500

Check-in Options

There are multiple options to check-in for a trip in BNA. As contractually mandated, the Crew Lounge has a designated check-in phone and computer. There are also multiple Crew Scheduling Check-In Phones throughout the terminals.

Check-In Phone and Computer Locations:

Inflight Lounge - The check-in phone is located in the lounge at the front desk,

Ticket Counter - Our first ticket counter position closest to KCM,

Gate Area - Located at Gate C1

The optional CrewHub App is also available for download on your IEFB and/or your personal device. When using the CrewHub App to check in for a pairing, it is a good idea to take a screenshot of your check-in verification code in case something goes awry. Install directions and a user guide can be found in Comply365.

KNOWN CREWMEMBER

KCM Hours of Operation:
0430 - 2259 Local Time

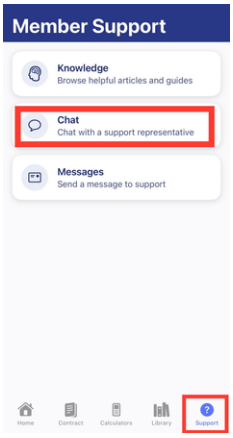
Known Crew Member (KCM) KCM is located to the far left of the security checkpoint in the main entrance of Terminal 1. Look for the usual signs and stay to the left of security as you proceed into the terminal.

KCM TIPS:

- KCM is for Crew Members ONLY, whether they are working or traveling for pleasure. KCM cannot be used if traveling internationally for pleasure.
- KCM can be used both in and out of uniform. However, if out of uniform, an additional picture identification will be required… so be ready with your Crew ID, passport, and third picture ID (such as a driver's license). Also, be aware that if chosen for additional screening while out of uniform, you will be subject to TSA liquid restrictions.
- To review the KCM rules, search "KCM Rules" on your IEFB.

TWU Connect App

The TWU Local 556 App is available from the Apple Store & Google Play Store. You can connect with a Grievance Specialist. The App's Support section has a searchable copy of the Contract, the Q&A document to the Contract, and other useful information.



Call (214) 640-4300 or utilize the TWU Local 556 Chat App.

Office Hours:
Monday - Friday
0800 - 1800 CT
Weekends and holidays
0900 - 1700 CT

Chat App Hours:
Monday - Friday
0800 - 2200 CT
Weekends and holidays
0900 - 1700 CT

Airport Information

TWU Local 556

Employee Parking



For the latest parking information, please get in touch with the Base Coordinators who will be able to assist you.

Coffee and Food Highlights

There is no shortage of food options in BNA. Not all options are listed, and you should find whatever your taste is in the mood for here.

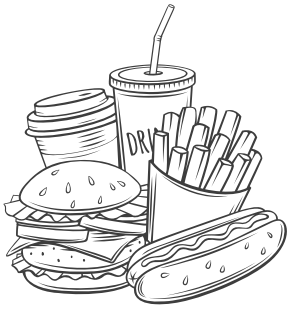
Central Marketplace
ACME Feed & Seed
Titans Press Box
VooDoo Doughnut
Kitty Hawk Eat & Drink

A-B Rotunda
Barb B Cutie Smokehouse
Hissho Sushi
Starbucks
Tennessee Brew Works
The Pharmacy
Chic-fil-A

A Terminal
Arrington Bar & Grill
Kijiji Coffee
Fugitives Public House

B Terminal
Kijiji
LIttle Harpeth Brewing
Pig Star/Peg Leg Porker
Half Moon Empanadas
TN Moonshine Bar

C/D Connector
The Green Room



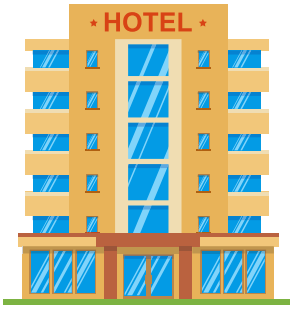
Concourse C
Barista Parlor
Bongo Java
Hattie B's
MEEL
Ole Red
400 Degrees Hot Chicken
Pyramids Cafe
Slim & Husky's
8th & Roast Coffee Co.
Shake Shack
Smashville
Southernaire
Swett's BBQ
Tailgate Brewery
Three Casks
Tennessee Rickhouse
Tootsie Orchid Lounge
Urban Juicer
Vino Fiesta
Yazoo Brewing Company

Concourse D
Burger King
8th & Roast Coffee Co.
Prince's Hot Chicken
Puckett's Grocery & Restaurant
The Southern Steak & Oyster
Party Fowl

Hotels

These hotels are currently offering special rates for commuting Flight Attendants.

Sheraton Music City
777 McGavock Pike
Nashville, TN 37214
(615) 885-2200



Hilton Airpot
Located in the airport.
(615) 208-1000

Sonesta
600 Marriott Drive,
(615) 889-9300

Sonesta Select
1100 Airport Center Drive
(615) 884-6111

Hotel Safety

As Flight Attendants, we live in a world where personal safety is first and foremost, our own responsibility.
When on your overnight, practice these important safety precautions:

- Don't give out Crew Hotel information to strangers, including Passengers
- When signing yourself or Crew in at the hotel, don't announce room numbers
- Do a security sweep of your room
- Make sure your room phone is present and operational
- Use the peephole

Stay safe, Union Family!

Bag Room and Wi-Fi

Proceed to the Lounge level. After you exit the elevator, the bag room can be found by taking a right out of the elevator, then taking a right down a small hallway and it's on your left. Scan your SWA Badge to enter.

The Inflight Crew Lounge does have free Wi-Fi. That's welcome news for all our Airport Standbys!

All the Rest...

Recurrent Training (RT)

BNA RT will be held at the Gassaway Building, located at 612 Hangar Lane, Nashville, TN, 37217. **Note:** There are no signs outside the building or on the first floor indicating that Southwest Airlines is on the property. The facility is approximately a 10-minute drive from the airport terminal. The SWA U classroom and office space are located on the second floor.

For those driving, upon arrival at the Gassaway Building, turn left into the driveway, then continue straight to the parking lot. The main entrance is located at the backside of the building. To access the classroom, use your SWA Badge on the black ID pad at the double doors to enter the building. Once inside, walk straight ahead toward the elevators. At the elevators, use your SWA badge again at the ID pad and press the up button to call the elevator. Once inside the elevator, go to the second floor. On the second floor, exit the elevator, turn left, walk to the end of the hallway, and turn left again. Continue walking, then turn right at the end of the hallway, go through the doorway and the RT classroom will be straight ahead on the left.



Social Media

TWU Local 556 has a large media presence. We often look at social media as a primary source of information. Follow and join TWU Local 556:

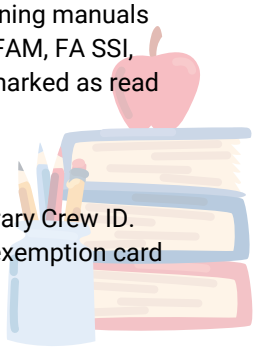
- Facebook Page - TWU Local 556
- Facebook Group - *Official* TWU Local 556 Resource Group
- Instagram - @twulocal556
- X - @twu556

FOLLOW US

Recurrent Training (RT) - cont.

Remember, for RT, you need to have the following required items (2026):

- Your personal IEFB by class start time.
- IEFB Charged to at least 80%.
- Last sync within 24 hours of class start time.
- All compliance documents read and complied (i.e., no red badges on comply tab)
- All "view" documents containing manuals (i.e., Bulletin Records, FAH, FAM, FA SSI, FAWRE) must be read and marked as read
- SWA U App Installed
- Working flashlight.
- Working wristwatch.
- Valid Company ID or temporary Crew ID.
- Valid passport or passport exemption card
- mi Order credit card reader.



CONNECT

Please reach out if you have questions or concerns.



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Nashville Domicile Executive Board Member

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(214) 640-4352

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8787 N. Stemmons Freeway
Suite 600
Dallas, TX 75247
(214) 640-4300*
www.twu556.org

**An Officer is always on call for emergencies such as drug and alcohol testing advice, family deaths/critical incidents, severe injuries on the job, and aircraft accidents or incidents at ALL times outside of office and chat hours, including holidays.*