TWU Local 556

Welcome to ATL

It is such a pleasure to welcome you to Atlanta (ATL) -
The Peach City!

My name is Alison Head, and I am your Atlanta Domicile Executive Board Member. Southwest Airlines began service in 2012 and is consistently offering over 100 flights daily. We operate out of Gates C1-22 carrying a large number of passengers to both domestic and international destinations.

Inflight Lounge

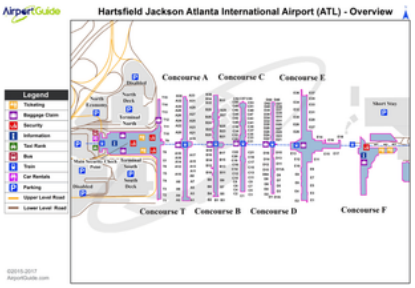
The ATL Inflight Crew Lounge elevator is located near gate C-20. For instructions on accessing the elevator and the Lounge, or to verify the current access codes, refer to your IEFB, SWALife, or contact the ATL Inflight Office for assistance. Please note that SWALife has been known to not have the most up-to-date access codes, so be sure to have the Lounge contact information saved in your phone.

ATL Inflight Lounge:
Hours of Operation
0500-1800 Local Time
Phone: (404) 669-1820
Fax: (404) 669-1830

Base Information:

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

Email
InflightBase-ATL-DG@wnco.com



The ATL Mail Code is:

ATL9FA

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 ATL. 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.

ATL is allowed to call Scheduling to check in once on airport property. There is a white check-in phone at the corner of the ticket counter on the North Terminal, and at the old customer service desk near C16.

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:

Terminal South Security Checkpoint
Far Left lane 0500-2100

Main Atrium checkpoint Center Lane 2100-0500

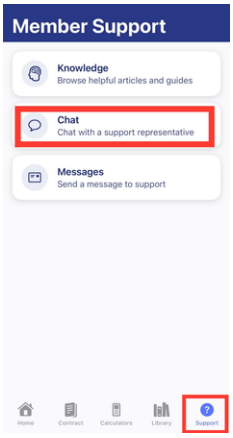
International Terminal F: International Departure Checkpoint Far Left Lane 0500-2200

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

There is a waiting list for Employee Parking, check with the Inflight Base Coordinators for more information.

There are several offsite parking, contact them for the latest offerings and prices.

- The Parking Spot: visit https://www.theparkingspot.com/corporate?ccode=Sout0138 for more information.
- Wally Park: visit www.wallypark/corp40 for more information.

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:

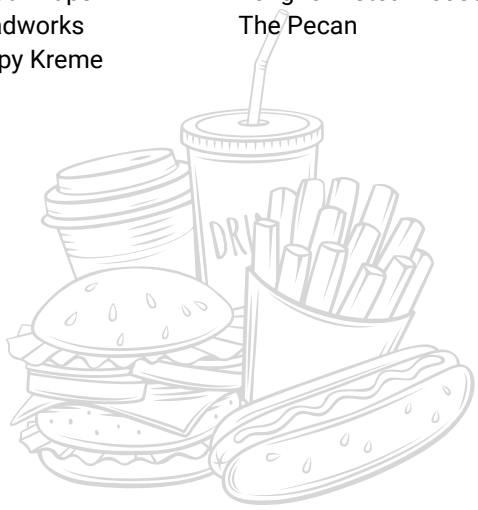
- Don't give out Crew Hotel information to strangers, including Passengers
- When signing yourself or Crew in at the hotel, don't announce room numbers
- Do a security sweep of your room
- Make sure your room phone is present and operational
- Use the peephole

Stay safe, Union Family!

Coffee and Food Highlights

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

Starbucks
Atlanta Bread Company
Umaiazsush
Bantam & Biddy
Leann Chin
Great Wraps
Saladworks
Krispy Kreme
Carrabba's Italian Grill
Chick-fil-A
The Varsity
Jersey Mike's Subs
The Original El Taco
Famous Famiglia
Longhorn Steakhouse
The Pecan



Bag Room and Wi-Fi

The Inflight Crew Lounge does have free Wi-Fi. That's welcome news for all our Airport Standbys! Please DO NOT share the Wi-Fi code, as it is for the Inflight Department only. Each department has its own specific log-in information, and heavy traffic patterns will trigger a code change. Look for the QR code in the lounge to get the latest connection.

All the Rest...

Recurrent Training (RT)

Our RT Classroom is located outside of the airport:
Southwest Airlines Georgia Center
5230 Clipper Drive
College Park, GA 30349
(404) 341-3914

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

- 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
- 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

Social Media

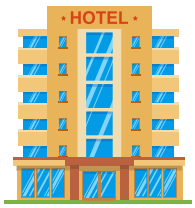
TWU Local 556 has a large media presence. We often look at social media as a primary source of information. Follow and join TWU Local 556:

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

FOLLOW US

Hotels

The best way to get a good rate for commuting into Atlanta is through Crewtel-USA.com



CONNECT

Please reach out if you have questions or concerns.



Alison Head
Atlanta Domicile Executive Board Member

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(214) 640-4320

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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.*