



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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Gary C. Kelly
Chairman and Chief Executive Officer
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Dear Gary,

Today CBS This Morning featured a report outlining how Technical Operations Employees at Southwest Airlines are feeling pressured by Management to cut corners, overlook mechanical issues with aircraft within the fleet and not to report maintenance issues that are outside of the scope of the immediate work they are performing. It was also reported that a number of valid whistle blower complaints have been filed with the FAA concerning the same. We understand that news stories such as this are highly edited. However, we must give credence to the fact that this investigative report spanned some 8 months and we perceived the evasive response by Captain Dave Hunt, almost dismissive in nature.

The TWU Local 556 Executive Board is asking you and your Executive Management Team, in the strongest of terms, to take the voices of our Maintenance Technicians to heart.

As you know, we represent over 16,000 hardworking Southwest Airlines Flight Attendants who fly on our aircraft every day. It is of the utmost importance that Southwest Airlines provide the safest operation possible, so that every one of our Crews may return home to their families. We are asking that you immediately act on the issues reported by CBS and ensure that ***any and all*** reports of potential safety lapses are taken seriously. Let us be clear, anyone who sees and reports potential safety issues should be rewarded and never discouraged, coerced or intimidated into overlooking their concerns.

It is regrettable that we are having to send you this letter. Indeed, as the Safety Professionals charged with the safety and care of every Customer on a Southwest Airlines aircraft, these reports of what appears to be systemic safety lapses brings us grave concerns.

Southwest Airlines has been billed as a leader in aviation safety by many of our Leaders over the years. However, the perceived shift in Safety Culture this CBS report outlines is one that has the potential of leading to unthinkable consequences if left unchecked.

Given all this, we ask you to make a commitment to us that you will take all steps necessary to ensure the safety of our People and our Customers by addressing this matter immediately.

Respectfully,

TWU LOCAL 556 EXECUTIVE BOARD

CC: Sonya Lacore