



TRANSPORT WORKERS UNION LOCAL 555

REPRESENTING THE RAMP, OPERATIONS, PROVISIONING, AND FREIGHT AGENTS OF SOUTHWEST AIRLINES
TWU555.ORG • 1341 W MOCKINGBIRD LANE STE 1050E DALLAS, TX 75247 • 1.800.595.7672

July 30, 2025

Brothers and Sisters,

Recently, we filed two group grievances related to Operations Agent duties that have been removed in some stations. These duties have been historically performed by TWU Local 555 members and are memorialized in our mutually agreed upon CBA with the Company.

The first is a group grievance that was filed on July 21, over the removal of the Ops Agent's duty to "approve" or "modify" information on the Flight Information Display System (FIDS). Retaining this job duty for Ops Agents is specifically detailed in Side Letter of Agreement Number Four in our Collective Bargaining Agreement. (Gold Book Contract page 104)

The second is a group grievance that was filed on July 24, over the removal of the Ops Agent's duty to complete the Field Conditions Report (FCR). This discontinuation of a historically performed job duty by TWU Local 555 members is a breach of the contractual language agreed upon in Article Five – Classifications of our C.B.A. (Gold Book Contract pages 14-15)

Our contractual language will be defended and we will continue to hold the Company accountable for any violations, especially when it infringes upon the job duties of our membership. Updates on arbitration dates will be provided when they become available.

In Solidarity,

Abilio Villaverde
President
TWU Local 555