

Triple Nickel



NUMBER 6 • 2019

Cover: Everybody Loves Job Security.

While numerous provisioning stations have been closed over the years, the Company ventured into uncharted waters when they chose to violate the CBA in regards to the closing of the provisioning departments in ABQ and SEA. Some of these events are detailed in the articles contained on pages 2 and 14.

LEB

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Contents

President's Update - Charles Cerf • Page 2
Union Business - Jerry McCrummen • Page 3
Committees And Training - Albert Barbosa • Page 5
Education - Juan Cordova • Page 6
New Offices - Jessica Hayes • Page 7
Introductions - Marwyn Hughes • Page 7
Discipline, Just Cause, And The Error In Their Ways - Karl Mager • Page 8
Filing Grievances - Dan "DC" Chriss • Page 10
Integrity And Credibility - Robert Bettinger • Page 11
Standing Together Whether Or Not Anyone Likes It - Tony Slavings • Page 13
You Are The Heart Of SWA - Because Our Lawyers Said So... - Tyler Cluff • Page 14
District 7 Update - Mike Roach • Page 16
Union Ohana - Abilio Villaverde • Page 17
Stolen FMLA - Charlana Bilodeau • Page 19
Let Them Eat Cake, Or The Leftover Crumbs From The AM At Least - Jason Sonnabaum • Page 20
Station Representative Of The Quarter - Page 22

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TRANSPORT WORKERS UNION LOCAL 555

REPRESENTING THE RAMP, OPERATIONS, PROVISIONING, AND FREIGHT AGENTS OF SOUTHWEST AIRLINES
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PRESIDENT'S UPDATE

I WANTED TO FOLLOW UP WITH YOU ON THE closures of the Provisioning Departments in ABQ and SEA effective June 2nd, 2019. In our letter from the Local Executive Board (LEB) to all TWU Members, dated April 10th, 2019, it states in part, **“Unfortunately, now unlike in the past, the Company is claiming that classification seniority is different between Ramp and Provisioning. TWU unequivocally stated that the interpretation being utilized by the Company was erroneous and in direct violation of the CBA. Your Union filed a group grievance regarding the decision.”** Our members that were in the Provisioning locations scheduled to close were given the following four options:

1. FILL A VACANCY IN THE SAME CLASSIFICATION: *Fill a vacancy elsewhere in the system in the same classification.*
2. FILL A VACANCY IN THE OTHER CLASSIFICATIONS: *Fill a vacancy in another classification in which you hold seniority.*
3. FURLOUGH: *Accept a furlough at your location.*
4. SEVERANCE: *The contract provides for the impacted employees to resign from the Company and receive severance pay equal to two (2) weeks' pay for the first full year of completed service plus one additional week for each completed year of service thereafter with a maximum amount of weeks of severance pay.*

The Company's decision not to allow the employees to exercise their classification seniority by having the classification of Ramp and Provisioning seniority lists combined to have the most junior employee in the classification affected by the ABQ and SEA Provisioning departments closing is a violation of the contract that protects seniority. Despite this violation, in SEA, all of our members were able to bid openings in SEA Ramp that wanted to, and two chose other options.

In ABQ Provisioning, they were “overstaffed” by seventeen on the ramp, but the Company created two

openings and six members on the Ramp volunteered to take a paid move to fill a vacancy in another location. This resulted in four members being forced to relocate and one member choosing the furlough option.

This member, James Sanchez, has since passed away. Please keep Brother James Sanchez's family in your thoughts and prayers. James, like our other members, was not able to exercise his classification seniority under the department closures. This was done despite department closures in the past impacting the junior Ramp/Provisioning agents in the station, as well as reassurances our members received from Company representatives that if Provisioning closes you would be able to go to the Ramp because of your seniority. I am proud to tell you that an agreement has been reached and our members that were relocated are back working on the Ramp in ABQ and reunited with their families where they should have been all along. Hopefully, all parties

are now clear on the correct interpretation and our members will not face such unfortunate situations in the future. Your Union will be vigilant in protecting our seniority rights throughout our contract. In closing, special thanks goes to

1st Vice President Jerry McCrummen, District Representatives Tyler Cluff and Abilio Villaverde, former ABQ Provisioning Representative Robert Rael, and former District Representative Kevin Carney. This team effort was instrumental in getting our members back to ABQ.

Fraternally,
Charles Cerf • HRL
President



UNION BUSINESS

BY 1ST VICE PRESIDENT

Jerry McCrummen

I AM WRITING THIS NEWSLETTER ON JULY, 10TH and I'm using accurate numbers as of that date. I was struggling about what to cover in my newsletter article and decided to make a "goulash" in the hopes of it touching and being of some benefit to some agents. These are random musings from one of your Vice Presidents.

I would like to thank all of the local Station Representatives that served during the most difficult time in this Local's history. You served during the period that we were in receivership. You served during the time when the entire office staff was new. Your patience and fortitude are to be commended. We had so many IT issues that compromised our ability to effectively represent the best Ground Operations Personnel in the entire industry. Together we had to improvise ways to continue to process the grievances. There were very few hiccups and due to your dedication and service, we were able to overcome significant obstacles. I owe you a deep sense of gratitude and appreciation for your toils under laborious conditions.

Now, I would like to thank all the newly elected Reps since they have completed their first two months of service to this Union. There was a training session where there were over fifty newly elected Representatives that were provided the tools and knowledge to protect this Membership by Gary Shults, TWU International Training Coordinator. He did an exemplary job! The new Representatives were very attentive and along with their infectious personalities, tells me that the next generation

of Representatives will bring respect and professionalism to this Local. I look forward to finishing my term with them, advocating for this Membership by my side. They have my back and can climb into my foxhole and do battle anytime!



We have moved into our new offices and they will better enable and equip us to support this membership and the

"We are putting into place within a month, a new grievance tracking system that will enable members to track their grievances and know where they are at in all steps of the grievance procedure."

anticipated growth, with professionalism while preparing for the next round of negotiations. We are already at approximately fifteen thousand members.

There are many thanks to be given to Jessica Hayes, the mainstay or driving force, for her efforts to furnish and equip the new offices. Dionna Standifer, our office receptionist, for her tireless efforts to convert the offices to a functioning workplace! We are planning on having the Mediation/Arbitration hearings entirely at our new facility from now on. This alone will help our coffers out and relieve the substantial expense that is paid six times a year.

Since taking office for my 5th and final term, on April, 1st of last year, I have seen this Board have our differences and some pretty intense meetings, but we have been able to conduct the business of this local while capably representing this membership. It hasn't been all peaches and cream, but the Board stays focused on the daunting job at hand and works together to reach a resolution.



I would like to thank Basheen Harris for stepping into the void and capably fulfilling the duties as the interim District 1 Representative. I profoundly appreciate all that you did and what you brought to the table. I want to welcome the newly elected District 1 Representative Marwyn Hughes. I look forward to working and developing a relationship with you while serving the members of District 1.

I would like to extend a heartfelt appreciation and my deepest gratitude to Carolyn Minor, Grievance Administrator (Districts 1, 2, 3, & 4, the 1st vp & Juan Cordova) office@twu555.org and Michelle Hornback, Grievance Administrator (Districts 5, 6, 7 & 8, the 2nd vp and all of the Grievance Specialists) office3@twu555.org for ensuring that the grievances are processed in a timely manner. Ms. Arlicia Wince - Rickman, Executive Administrator ensures that the office is fully supplied and works closely with the President and Vice Presidents to enable us the freedom and flexibility to perform our jobs while freeing us of the mundane jobs that running a Local of this size entails. These ladies, with their input, have been instrumental in the development of the new grievance tracking system. We are

putting into place, within a month, a new grievance tracking system that will enable members to track their grievances and know where they are at in all steps of the grievance procedure. This should make the process very transparent and empower our members to help us to help them. While implementing this new program, Khyle Leong, Membership Specialist, has also designed a new membership database that will better serve the membership and facilitate the proper collection of initiation and dues fees, enabling us to fund our budget while preparing for future negotiations.

I have rambled on enough, but I would like to leave you with this thought. If there are problems, point them out to us but help us fix them. This Local is each and every member and not just this Executive Board. Thank you for tasking and entrusting me with the responsibility and pleasure of fighting and defending the best Ground Operations people in the Industry. You are definitely the cream of the crop!

Fraternally,
Jerry McCrummen • DAL
1st Vice President

COMMITTEES AND TRAINING

HELLO, SISTERS AND BROTHERS. I hope as you read this article, it finds you well. As I write this, the school year has ended and the summer is ramping up to go full speed. Or rather, it has hit the ground running and it looks like it'll be just as busy as every one before it. As the temperature rises and the workloads increase to summer levels, be weather aware and ensure you stay hydrated. Also be cognizant of your co-workers and make sure they are taken care of as well. We are always stronger when we watch out for each other and work together to get the job done right.

So you are aware, as your Local's 2nd vp, one of my responsibilities is being a liaison to the Election Committee. Additionally, one of the tasks this board has taken upon itself was to revisit each Local Committee and open them up to members who wanted to put in for the various possible positions. The Election Committee was one of the ones that was done early in the process and I wanted to take a moment to thank them for doing such a great job in not one but two elections already this year. The Committee is made up of four members, Roy Nabors (MDW), Neil Tanner (DAL), Melvin Baker (LAS) and Richard Perry (BUF).

Although all but one were new to the committee, they have worked well together to handle the first election that was held (System-wide Local Station Reps) and the most recent District 1 Representative election. That's not to say there weren't hiccups, but what did spring up was dealt with in a professional and timely manner. Especially in light of the elections all being paper ones, that required coordinating mailing dates, phone bank operators and the like. The company we used for the count was TrueBallot, Inc., based out of Maryland. The Company employs several previous Department of Labor employees who oversee and ensure the confidentiality of each vote and that the parameters

set forth by the DOL are followed during the counting process. This is the same company that was used by the International when the Local Executive Board elections were held.

By the end of May, we had already held two station representative training classes for those newly elected or returning reps and/or alternates and the response was incredibly encouraging. Former Local 555 President and current TWU International Training Coordinator Gary Shults conducted the classes and the new/returning reps were sent back to their respective stations with a tool set and guidance to best represent the hard working members of Local 555. Feel free to ask them if they attended and if so, to share something they may have learned that they

didn't previously know. While it was obviously leaning towards the representation side of things, all members can benefit from knowing how things work and what to do when they don't exactly go to plan.

The second election that was held this year was for the vacated District

1 Representative. I'll take a moment here to say thank you to Mr. Basheen Harris, who had to step up as the Alternate District Representative during this time and performed his duties admirably. It's not an easy thing to do in the best of times during normally scheduled elections, let alone without much notice and I wanted to make sure his efforts didn't go unrecognized. With that said I'd like to congratulate and welcome Marwyn Hughes, the newly elected District 1 Representative. As I sit here, it's only been a few weeks since the election and he's already jumped in with both feet to address the work at hand. I'm sure he will make a valued addition to the board and especially in representing the hard working members of Local 555.



“We are always stronger when we watch out for each other and work together to get the job done right.”

EDUCATION

In conclusion, I'll touch on one more item that generally isn't the most popular but is an important one to discuss and that's the difference between civil legal issues and labor law. Obviously anyone who has watched a court TV show or even had to fight a traffic ticket knows what that environment is about but the part that gets missed is that there is a variance between that and how labor law works, up to and including arbitrations. In some instances, the evidentiary standard is lower and deciding the case (based on analyzing some recent decisions) becomes more based on a common sense, reasonability aspect than the actual hold in your hands proof or even the potential lack of any. I don't write this to discourage any of you because I don't agree with the mindset of circumstantial cases having more latitude, but it needs to be relayed to the rank and file nonetheless because on any given day, an arbitrator may. This goes hand in hand with portions of my last article, where gathering as much info as possible (write ups, photos, etc.) goes a long way towards helping us all in the long run when the Company presents such a case. Just know that more and more, the Company is taking actions based on what they feel they can do, rather than what's the right thing to do.

Be safe and take care of one another.

Fraternally,

Albert Barbosa • SEA
2nd Vice President

BROTHERS AND SISTERS OF TWU LOCAL 555, I just want to inform you that the Education Committee had their 1st meeting. Our Committee consists of the following six union members; Jay Fenimore from LAS, Emory Marshall from PHL, Andrew Soto from MDW, Khyle Leong from BWI, myself and returning from the last Education Committee; Mark Waddle from PHX. On this Committee there is a lot of union rep. experience. As a team we will do our best to help our Local. Many ideas were brought up on how to educate and inform our members and how to get our members involved. If our LEB allows us, we would like to get information out to our members in real time by using latest technology to keep our members educated and informed. Your Education Committee is committed by all means possible to keep our members informed and involved. When we get our LEB's approval, be ready for our Local to be on a new level. This committee is excited and ready to serve our members.



On another note, member on member offences seem to be on the rise. Brothers and Sisters, if you have an issue with another union member, please get your union rep involved before you report it to management. Many issues can be resolved by using your union rep as a mediator. You have every right to go to management, but be careful, because we are seeing both members disciplined. We can get more things done working together than being against each other. Be safe, smart, and union strong out there.

Together we can do it!
¡Juntos lo podemos hacer!

Much Love, respect and God bless all the members of TWU Local 555,
Juan Cordova • MDW
Recording Secretary

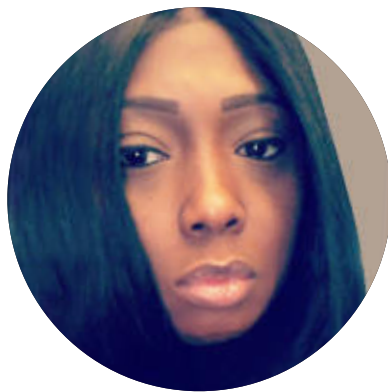
NEW OFFICES

GREETINGS MY FELLOW SISTERS AND BROTHERS. Just an update on the financial department. I'm happy to report that there have been a lot of changes and policies implemented for our financial planning, with negotiations nearing us. All bills and notes are up to date, as we are in the black. We are all moved in at our brand new location on Mockingbird Lane in Dallas, TX.

The new office consists of 23 offices, 3 conference rooms, a workspace area that will be filled with books, and archives, as you stroll down the hall of memory lane with union memorabilia, with a receptionist's office to greet you at the front door. It's been a long road getting there, but everything is coming together, as we prepare to fight for the cause. We are in it for the long haul, as we stand together in solidarity!

In Solidarity,

Jessica Hayes • MDW
Financial Secretary -Treasurer



INTRODUCTIONS

I WANT TO START OFF BY SAYING THANK YOU to everyone for your participation in the special election for District 1 Representative. As of July 1st, 2019, I am the newly elected representative for District 1. I'm a twelve-year ramp agent based out of BWI with six years being a local alternate rep. I will be embarking on a new journey being a district rep, but with the help of the LEB, grievance specialists, and especially you, I'm guaranteed nothing but success for District 1. Failure is never an option.



In my short weeks in this term I have seen and learned a lot. The biggest things are grievances and discipline. We all know the Company practices excessive discipline. Right or wrong it is your right to GRIEVE EVERYTHING! It will be documented and can be used in your favor.

In addition, we must stop complaining verbally amongst ourselves and leadership and start putting pen to paper, fingers to keys. Rita Dove, a poet and author, once said, ***“there are times in life when, instead of complaining, you do something about your complaints.”*** Start with grievances, SRSS, SOPIS, or emails to your local leadership. If that's ineffective, go through the proper chain of command. All these things are documented and will help. Ask yourself what you can do to make things better. It starts with you! Let's collectively do better for you and for every member of this Union.

Fraternally,

Marwyn Hughes • BWI
District I Representative

DISCIPLINE, JUST CAUSE & THE ERROR IN THEIR WAYS

BY DISTRICT 2 REPRESENTATIVE

Karl Mager

SISTERS AND BROTHERS, AS YOU READ THIS article, I hope you all find yourselves well and looking forward to the end of summer. Each year the heat seems to get a bit more intense, breaks a little less frequently and water is just not in the right location in some stations, but I will address this a little later in this article.

ARTICLE 20 SECTION 1 PARAGRAPH A of our Collective Bargaining Agreement states the following: ***“PURPOSE. No Employee who has passed his probationary period shall be disciplined to the extent of loss of pay or discharge without just cause.”***

Let's delve into what JUST CAUSE is. Just Cause is the standard that management must adhere to when disciplining or discharging an employee. It means that in union settings, the employer must have a reason to act in disciplining an employee and the reason must be just and fair. There are seven tests to Just Cause and they are as follows:

1. NOTICE...was the employee adequately notified of the consequences of his/her conduct?
2. REASONABLE RULE OR ORDER...was the employer's rule or order reasonably related to efficient and safe operations?
3. INVESTIGATION...did management investigate before administering the discipline?
4. FAIR INVESTIGATION...was the investigation done in a fair and objective manner?
5. PROOF...did the investigation produce substantial evidence or proof of guilt?
6. EQUAL TREATMENT...were the rules, orders, and penalties applied evenly and without discrimination?
7. APPROPRIATE DISCIPLINE/PENALTY...Was the discipline/penalty issued reasonable in relation to the seriousness of the offense and the employee's past record. Given the above definitions of Just Cause and the way Southwest is administering discipline; are Southwest Leaders administering discipline fairly? Is it

appropriate to the offense? Was an investigation done, or is there proof of the alleged offense? I say in most cases, NO! Our Station Representatives try resolving grievances in the station only to be told from management, ***“I have to check with Dallas.”*** While the Company's assertion that this is done to keep discipline the same across the system, they have totally taken the REASONABLENESS, FAIRNESS, and INVESTIGATION out of the process. Who knows the employees in each station best? The Local Leaders? Or a Labor Manager sitting at their desk in Dallas? Who knows the ins and outs of your specific station?

Why are the Leaders in station hand tied from making the right decision? Why does each station have so many managers, but most if not all in some stations, have the decisions made from Dallas? Times

have changed folks and this is the reality we live and breathe every day. While I am committed to ensuring that the discipline issued to you is fair and that the level of discipline issued is reasonable to the offense, I implore you all to not give Southwest the opportunity to discipline you. Dot your I's and cross your T's because there is someone over your shoulder watching everything you do. TAKE YOUR TIME TO GET YOUR



“TAKE YOUR TIME TO GET YOUR NUMBERS RIGHT, TO GO UPSTAIRS AND VERIFY, TO DO YOUR WALK-AROUND. Do not let your livelihood/fate be decided by some one that doesn't know you or the complexity of your station.”

NUMBERS RIGHT, TO GO UPSTAIRS AND VERIFY, TO DO YOUR WALK-AROUND. Do not let your livelihood/fate be decided by someone that doesn't know you or the complexity of your station. My message in break rooms recently has been quite clear: If you do

something stupid, expect a stupid outcome. With that said again, I will ensure the discipline issued fits the offense and is just. If it does not, we will fight

together to have it removed and/or brought down to where it belongs. More importantly, do not put yourself in the situation to be disciplined because Southwest has become a great discipline machine that will not hesitate in issuing discipline, and most times issue it well above where it deserves to be.

Moving on to the second sentence at the beginning of this article. Every year summer rolls upon us and we feel it is hotter than the last, but this year some of the effects have been a bit different. This year is no

different than others when it comes to the heat feeling a bit more intense, except for the fact that our rest periods are less frequent and the availability of water is not as close in proximity as it used to be. If you happen to be working in one of our cities where this has been the trend, I offer you the following:

No one will take care of you and know how you are feeling better than you. If you have been outside and begin to feel the effects of the sun and heat, notify your zone supervisor, if available, or another person at your gate, if they are not, that you need to go inside and refill your water cup or take a few minutes to cool down and that you will be right back. Protecting yourself is key in the heat. Here are a few of the bullet points from Southwest Airlines on how to avoid heat related illnesses:

- Drink plenty of water-even if you're not thirsty. At temperatures over 95 degrees, stay hydrated by drinking as much as eight ounces every 15 minutes continuously during strenuous activity.

- Rest in the shade whenever you are not working in the open. Take breaks indoors and in cooler areas when possible.

- Know your Locations; Heat Operation Plan. Do not be afraid to go inside to get water and cool down. After reading this it is incumbent upon each and everyone one of us to take the heat seriously. If

you are working a flight and have run out of water, again, notify a supervisor or co-worker that you need water and will return shortly. Also, be mindful of your co-workers and look for the signs of heat related illness:

- Heavy sweating
- Headache
- Feeling weak, dizzy, and/or nauseous
- Clammy skin
- Rapid pulse

“More importantly, do not put yourself in the situation to be disciplined because Southwest has become a great discipline machine that will not hesitate in issuing discipline, and most time issue it well above where it deserves to be.”

Each and every one of us has the responsibility to take care of ourselves so that we may return home safely at the end of our shift. Being proactive in regards to your safety is a key way to ensure you are able to do this.

As always, thank you to the dedicated Representatives in each station for the tireless efforts they put in upholding our CBA as well as our safety. ***“Together all things are possible”***-Cesar Chavez

Stay safe, stay united, stay strong!

Yours in service,
Karl Mager
District II Representative

FILING GRIEVANCES

TIME AFTER TIME I SEE MEMBERS NOT FILING a grievance until it's almost too late. Ask yourself; WHY? You as a member have a vested interest in YOUR local and YOUR livelihood. As a dues paying member, it is not only your right but your obligation to file a grievance. Why invest your money into something that you don't use. I've made this comment to many members in the past, ***"Look at your dues as your retainer for your attorney. Your station rep and district rep are your junior and senior partners and the local is your firm."*** This is a service that you pay for, so why not use it? A lot of members feel that when they get disciplined that that's the end of it and they should just accept it. Not the case.

Does the punishment fit the crime? Is the discipline appropriate? Is the discipline progressive? All questions that you should ask yourself when you're thinking about not filing a grievance. You not filing that grievance in an arbitrator's eyes is you agreeing with the company that you were at fault and that your discipline is just, and its frowned upon by many arbitrators. When I say "frowned upon", I mean it's viewed in a negative manner and it has the potential to harm your case. You have contractual rights. If you ever wonder what they are, turn to your contract and ARTICLE 20. Learn it and utilize it. As you all know, in April, we had our first Station Rep election since receivership. I want to thank everyone in District 3 that participated in exercising their right to vote. Within District 3, we added five new reps; Ben Litz (BUF), Jeremiah Taylor (CHS), Marvell Hicks (MDW Ops), Jennifer Charles (MKE Ramp), and last but not least Colleen Thomas (MKE Ops). These reps have come in and hit the ground running and are doing a fantastic job thus far. I look forward to working with each of them moving forward. I would also like to congratulate the following reps on maintaining their positions; Gary Stanley (CLE), Ben Faulisi (CMH), Doug

Silvestro (CVG), Kevin Glenn (DTW), William Woodroof (GSP), Troy Lamont (MDW Ramp), Don Conley (MDW Provo), Hassan Williams (ORF), and Eric Moran (PIT). You all do stellar jobs and I couldn't do my job without any of you. What you do is much appreciated. I would also like to acknowledge former BUF Station Rep Rich Perry for his years of service as the BUF



Station Rep; Brother, thank you for all that you have done and for what you continue to do and congrats on your new position as an Election Committee Member. Also, to brother Nick Williams, former MKE

rep; your work was tireless and you always answered the call. I appreciate and thank you for all that you have done and continue to do. Last but not least, Brother Ryan Wagner, former CHS rep; I thank you for your dedication and hard work Brother, it has been greatly appreciated. With that being said, we got work to do guys, so let's get it.

In closing, the summer is here, PLEASE PLEASE PLEASE, drink plenty of water. If you feel symptoms of heat related illness get inside to a cool place. Brothers and Sisters, take care of yourselves and each other. Stay Strong, Stay United!

Fraternally,
Daniel DC Chriss
District III Representative

INTEGRITY AND CREDIBILITY

BY DISTRICT 5 REPRESENTATIVE

Robert “Wolfie” Bettinger

IN DECIDING WHAT TO WRITE THIS NEWSLETTER article about, I reached out to some members of our district and asked them what they thought would be interesting and beneficial to the membership. Their suggestion was to write about some of the grievances that have impacted the membership in our district. Taking their suggestion, I have picked out a couple of examples of grievances and will try and walk you through the process.

These are some of the grievances filed since my last news article. The types of grievances that have been filed fall into the following categories;

- DISCIPLINED FOR PHYSICAL INTERACTION (termination),
- JOB PERFORMANCE (LOI, LOW and or FLOW also with days off) and/or
- SAFETY VIOLATIONS (LOI and LOW).

In these types of grievances, the Company owns the burden of proof, which means the Company must prove, you the member, did something wrong. The other types of grievances I have received are for contractual violations. For these grievances, the Union has the burden of proof, which means, the Union must prove the Company violated the Contract. During the investigation of any grievances, the first thing I do is talk with the local rep. and try and find out why this grievance was not awarded locally. I also ask the local rep for any and all witness statement that may pertain to the grievance. Next, I call the agent involved, so I can get their side of the story and start checking out the facts and the witness statements. When I get the grievant's verbal and/ or written statement, I call the rep again to verify that I am not missing anything. Next, I call my counterpart in SWA and fight for our member's rights. The following are some of the issues that have recently developed while dealing with these grievances.

- PHYSICAL INTERACTION-SWA BURDEN OF PROOF -

In June, I had a case where an agent was blamed for assaulting an airport worker. During the investigation, I was told by the grievant that there was no physical

interaction on the agent's part. Matter of fact, the grievant claimed that the airport worker assaulted the agent. While investigating this grievance, I

requested video and also all witness statements. The only thing that I was provided were two third party witness statements, but no video and no first hand direct witness statements. Based on the information and evidence I had, I scheduled a system board. The case dead locked at the system board. After the board, and while driving the agent and the rep back to the airport to fly home, I was informed by the grievant that there may be a witness to the event. Now this was upsetting to me, because I logged numerous hours on this case and was never told about this possible witness. With that new information, I asked the rep to reach out and ask the witness for their statement. The next day the rep talked to the witness and was told by the witness that the agent did assault the airport worker confirming the Company story. Since this was new information obtained after the system board, the case was withdrawn and the agent remained terminated. The reason why the case was withdrawn was because the agent misled the Union about the event. This destroyed the agent's creditability and integrity. Just to clarity, follow the golden rule; ***“keep your hands to yourself and tell the Union the truth.”*** This case cost the Member her job of 19 years with SWA.

- JOB PERFORMANCE/SAFETY VIOLATION - SWA BURDEN OF PROOF - Numerous agents have been written up for such violations as being late to the flight, not dropping bags off at the right gate and/or not wearing a seat belt. During the investigations on these situations, I usually have a witness statement



from either the agent and the supervisor who witness the event. Just in case you do not know this fact, 95% of your job on the ramp is being recorded on video either by SWA or your local airport authority.

These cases are usually resolved rather quickly if the Company has the video. If they do not have video, then it is SWA that has responsibility to justify the discipline based on the witness statements. Now, in arbitration cases when it is a grievant's statement versus a supervisor's statement, the arbitrator always gives more credibility to the supervisor due to the fact that he is not in trouble and should not have a reason to lie. These are the scales of justice, unless I can prove that the supervisor is not creditable. The only way I can do this is if I have write-ups from agents that show the supervisor has lied in the past. This also is an example of creditably and integrity. If you have a supervisor that constantly lies, please contact your rep and write a witness statement about the supervisor. This may sound insignificant but when that supervisor lies about a member and the union can prove it through unrelated events that the supervisor is a liar, the scales of justice tip toward the member. If it is the agent that proves to be guilty, the same holds true. It is always good to tell the truth and remember what you write on the witness statement. The witness statement is what you and the supervisor will live and die by while the grievance is active, so take your time when you are asked to write a statement. If you are not sure of the time and or other details, put that in your statement.

• WEIGHT AND BALANCE ERRORS - SWA BURDEN OF PROOF -

These types of grievances have become harder to defend and are usually judged by the weight of the error. SWA's argument is the "safety of flight". During arbitrations the Company will argue heavily on the case's safety issues of the aircraft. This argument is successful with how the arbitrators will rule on the case, mainly due to the fact he/she usually flies into DAL for the arbitration on a SWA airplane. For example, "did the agent put me and the public in danger when he/she failed to log 1500 lbs. of freight. in the back of the aircraft?" During the investigation of these cases, all too many times, I am told that the mistake was made because the agents were rushing the flight. All too many agents still have a mind set of on time performance as being the SWA focus. IT IS NOT. SWA FOCUS IS "SAFETY". At least it is in arbitration.

My suggestion; take your time and make sure what you enter either on the bin slip and/or the computer is accurate. As long as you are doing your job, you will not get in trouble for taking delays and if you do, it will be easier to fight than a weight and balance error.

• NO LUNCH - DAL OPS -

Recently, I had to do two system boards for no lunches. These two system boards were for operations agents. When I received these two cases, it was apparent that they did not get their full 30-minute uninterrupted lunches. The company's response was that the agent was scheduled a lunch break and no supervisor told them to get off their lunch. With that being said, I did both the system boards. The

company's argument was that "both agents were scheduled a lunch break and hence there was no violation of the CBA." The Company did not care about the employees violation of the lunch, only that they did not direct the agents to come off their lunch break.

This is a case that I could not prove a contractual violation, the Company's position was correct. They proved to me they did not care about the customers or the loyal agents that did the right thing. My advice to all of our loyal members is simple, if you are on lunch; DO NOT COME OFF LUNCH UNLESS A SUPERVISOR DIRECTS YOU TO. THEY HAVE PROVED TO ME THEY DO NOT CARE ABOUT THE CUSTOMERS.

In closing, I would like say thank you for taking the time to read this news article and also thank you for allowing me the privilege of representing the best work force in the Industry. I would ask that if you agree with this article, please ask your fellow members to read it. Also, if any member wants to discuss this article and would like to contact me; call me on my cell number 346-772-9672 or email at Robert.bettinger@twu555.org.

Thank You,
Robert Bettinger
District V Representative
346-772-9672

STANDING TOGETHER WHETHER ANYONE LIKES IT OR NOT

BY DISTRICT 4 REPRESENTATIVE

Tony Slavings

FIRST AND FOREMOST, I WANT TO THANK AND congratulate all of the new Reps that took over this year. I also want to thank all of the Reps that came to Dallas to do the New Rep training class that we had with the International. I got to meet a lot of new Reps and not just Reps from District 4. It's always good to see people step up and put themselves in the line of fire. I read every one of the evaluations and it looked like almost every rep liked the class and took something beneficial from it. I hope that it proves to be a useful class that you can use at your stations. I also hope that all of the members benefit from having reps that have had the training class. At the end of the day, that's why we decide to do this job. We are trying to help our members out in their day to day life.

I've had several conversations with the membership over the years. I've stood in every station in District 4 multiple times. Lately, I've been making sure to talk to the membership about the fact that we have negotiations coming around the corner. It's not that far off. This next round of negotiations is really going to determine the future of this Local. I've touched on how we need to come together as a membership and realize that the fighting within isn't helping the whole. As a Local, we have 15,000 members, give or take. We are almost the largest Local on property and I suspect we will be in a few more years. That means that together, as one voice, we will be the loudest voice within the Company. That's an awful lot of power if used properly. For whatever reason, our membership likes to blame each other. We like to blame MDW, LAX, DAL, or whatever city it is. We like to blame the new hires, the senior guys, or it's the ops agent's fault. We have got to find a way to direct that attention at the Company. This isn't the same airline that it used to be. Any one of you that has been disciplined in the last few years already knows this. We have agents that are being disciplined for doing exactly what they are supposed to do.

If you read my last newsletter article, you saw

13 that they are doing it to the very agents that

got this Company to where it is. This Company is at a point where the only LUV it has, is for the check book. That's it. Well, maybe that little "Southwest" logo on the side of the plane. But, even that is just because that's what keeps the check book looking good. This membership is under attack. Not just ours either. Every work group is under attack. If you want to get real technical, it's not just our airline. Look at the guys over at American if you don't believe me. It's not just the airlines. Look at the TWU as a whole. We have bus drivers who are under attack for their jobs. It's the way of the world now. Everyone who is a part of a union is under



"The membership is under attack. Not just ours either. Every work group is under attack."

attack. And, all we want to do, is blame each other. Why aren't we blaming the people who are responsible for it? Yes, we all know the agent or station that won't stack their bags. Yes, we all

know the agent or station that is "lazy". Yes, we all know the agents that "shouldn't be working here". But, as a whole, we have the best damn members in the business. Our members do it better and have done it better for a long damn time. We need to come together guys and gals. We need to turn our attention on the very people that are responsible for every single decision that is made at this airline. The very people that regularly tell our employees ***"Please be advised that the behavior that you have displayed will not be tolerated"***. Then they tell you that ***"if there is anything we can do to assist you, please do not hesitate to contact a supervisor or manger"***. Not only was it probably a human mistake that was made, not "behavior", but when you try to contact a supervisor or manager, they have no idea what the answer is or how to handle it. Whose fault is that? It's the same people making the decisions. That's who. These people are so far out of touch with reality, it's not even

a joke anymore. It's not funny. These are people's lives that they are messing with and they don't give a damn. They couldn't care less. You think they care about the passengers? Then why do we have Ops agents leaving people standing at the gate to watch their plane push back 10 minutes later. The same plane they could be on very easily. It's because they want to keep that on time percentage up. And why is that so important? Because that makes for a good advertisement to make the check book look better. The kicker is, then they give the Ops agents a letter of discipline because that passenger writes a complaint on the website saying they were rude. Who cares if they actually were or not? Certainly not the Company. I challenge you guys and gals to start watching out after each other. Pay attention to each other. If someone is working in the heat and they don't look good, say something. If someone looks like they are having a bad day, ask them if there is anything you can do. If someone isn't doing

their job as best as they could, ask them why. Maybe they aren't just as lazy as you think. Maybe there is a reason. Above all, pay attention to when other members are having a problem with management. Make sure they get the help they need and make sure we follow through with it. If we can start looking out after each other, before you know it, we will be the loudest voice out there. At that point, the very people making the decisions, will have no choice but to listen. At that point, we can start to improve the work environment that we have all watched diminish. At that point, our Union will return to the days of making sure our people are taken care of. After all, the Union is not the 13 people elected to represent you. The true Union is all 15,000 of you.

In Solidarity,
Tony Slavings
District IV Representative

YOU ARE THE HEART OF SWA - BECAUSE OUR LAWYERS SAID SO...

BY DISTRICT 6 REPRESENTATIVE
Tyler Cluff

IT IS AMAZING TO ME HOW MUCH THE COMPANY talks about how much you are the "heart" of SWA, and even has many of you calling your fellow co-workers, "co-hearts." I recently had a conversation with a Union Member, and as we talked, the term "co-hearts" was mentioned once or twice before I said, ***"are you talking about your Union Brothers and Sisters?"***

The Company has (and still is) attempting to create a culture in word only, and counting on you buying into it so they can turn around and slap you in the face and say, "It was a tough decision, and we don't make these decisions lightly." The Company is counting on you saying, "It's OK, I know you see me as a "co-heart," so I know this was a hard decision for you and I will support your decision." The Company wants you to buy into their (insert your own expletive) and jump up and down and cheer when they throw confetti at a party. The unfortunate, sad truth is that you are not what the Company is trying to get you to believe you

are. You are a liability.

A Company has two things and two things only. A Company ONLY has assets and liabilities. Many years ago we had a CEO and President who truly saw his employees for what they really were and what they truly

can be - ASSETS. The good companies in the world, the ones that treat their employees as assets, see their employees as a way to generate more money for the company in the right conditions. Those conditions are treating them right, giving them a fair and honest wage, and respecting their opinion. The not so good companies treat their employees as liabilities. The CEO, or head of the company, sees their employees as a financial drain. They look for ways to disrespect them, push them harder to get more from



them for less money, issue harsh discipline for minor mistakes, pretend to listen to them and their opinion only to walk out of the room and completely ignore everything you said, take away benefits and make the employees pay more money for less coverage.

Let's ask a fair question: What do you feel like to this Company? Do you feel like an asset or a liability?

When an excellent employee who has had an awesome track record as an employee makes one simple mistake, does the Company treat them like the asset they are? No. Instead,

the liability that is the employee gets a Final Letter of Warning or even worse, a termination. I sat in a System

Board hearing for a 12 year employee who has never once in his entire career received ANY discipline, but because of one simple mistake was now fighting to keep his job. Even the Manager who terminated testified, ***"I would love to have him back, he was a great employee."*** So why is he still terminated? Because there are more "higher" people at HDQ that are making decisions that say you are a liability. There is NO heart in the Cargo senior manager who made the decision to terminate any and EVERY employee for a simple mistake of missing one piece of freight in the screening process. How would they survive their job with such uncertainty that a simple, honest, human mistake would cost them their job?

How about when the Company closes a couple of Provisioning departments in ABQ and SEA? We can sit and discuss the issue of the closing of these departments at another time. What was surprising was how the Company decided to handle the situation. The Company, instead of following the language of the contract, decided to just do whatever they wanted. They wanted to disrespect all the senior employees in ABQ Provo who have given 15 years to 35 plus years of service to this Company and make them uproot their lives and disregard all the seniority they have achieved in their time with the Company. The Company did not care. I sat in an office at headquarters and asked the Company leaders in attendance, ***"Why do you want to ignore their seniority?"*** The answer that I received was not surprising considering the type of Company this has become. The response was, ***"Because our lawyers said we could."*** I don't know about you, but the re-

sponse to this was, ***"The only reason you ask your lawyers opinion is because you want to know what you can get away with."*** A company that cares about their employees will instead work with the union and say, "We need to shut this department down, we know it will be difficult for some people, but let's sit down and figure out what will have the least amount of impact as possible." A company that sees you as an asset would have done that.


"The Company, instead of following the language of the Contract, decided to just do whatever they wanted."

I could go on and on. Let's be honest about the real fake news that is circulating around our sys-

tem. We are not "co-hearts," we are Union Brothers and Sisters. Be proud of who you are, and not what the Company wants you to think you are, because at the end of the day, they will just as easily say, "you're fired."

We are stronger when we stand together.

Fraternally,
Tyler Cluff
District VI Representative



BECAUSE OUR
LAWYERS SAID
WE COULD.

DISTRICT 7 UPDATE

THIS ARTICLE WAS SUBMITTED TO THE Triple Nickel Editor on July 10th, 2019 which was the deadline to get them in. Some of the information included in this article may be dated, depending on when this newsletter gets distributed to the membership. At the time I am writing this article, we have 44 grievances that are active from District 7 at different steps of the process. Seven of the 44 are terminations that have yet to be resolved. Putting that in perspective of the entire system, we have 54 termination grievances going through the process. With only half of 2019 in the rear-view mirror, there have been upwards of 1800 grievances filed this year. That is an alarming amount of discipline being handed out. The following numbers represent many of the terminations:

- 16 Attendance
- 11 Conduct
- 9 Job performance
- 6 Equipment damage
- 3 Improper screening of Cargo
- 3 Pass violations

All terminations that are not resolved go to System Board and after the System Board, the Local Executive Board of TWU 555 votes on each case to determine if we will pursue the case to arbitration. If a case gets voted forward, there still can be a settlement reached between the Union and the Company. If that does not happen, the case goes to arbitration and the arbitrator's decision is final and binding. All discipline cases that are less than termination, go to the Mediation/Arbitration process. The exception being, if there were discipline days off issued along with a discipline letter, either side can decide to take the case to full blown arbitration. If the Company is the side that chooses that option, the LEB of the Union votes on the case and whether to go forward. We have 6 sessions of MED/ARBS a year with as many as 30 cases per session. The sessions are held in January, March, May, July, September, and November. The Union and the Company each select

an arbitrator and they rotate who hears the cases throughout the year.

If you have an active grievance and have questions about the process, please contact your Station Rep to find out where in the process your grievance is. I estimate that this newsletter will be out in early August and it will still be very hot at many of our locations. Stay hydrated and protect yourself from the sun. Make sure that you get your



breaks and watch out for one another. The loads are heavy now and will continue to be extremely heavy going into the fall.

Working around aircraft, all of our ground equipment, and the congestion with other vendors can be very dangerous and everyone needs to stay focused and alert. Whether you are operating a tug or driving a provisioning truck, any distraction can result in an accident. Always try to work as safe and smart as possible. I hope each of you enjoys the rest of your summer and let's get ready for football season.

Fraternally,
Mike Roach
District VII Representative

UNION OHANA

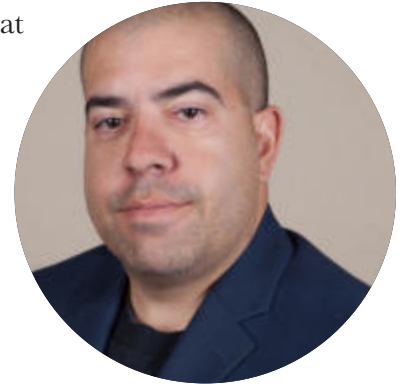
BY DISTRICT 8 REPRESENTATIVE

Abilio Villaverde

THE NEXT ROUND OF STATION VISITS has begun in District 8. We had a joint TWU/IAM Station cookout in SLC which all of the members from both Unions appreciated and helped in making that day great. As stated in the previous newsletter, we will be having one at each station in this District. Denver, Boise and Spokane will be in July. Portland and Oakland being in August and Seattle in September. We will be doing the Hawaii stations in November. In late June, I made a visit to the HNL and OGG stations with our President Chuck Cerf and 2nd Vice President Albert Barbosa. It's my opinion that our President and corresponding Vice President should visit any new station that opens. We got to see what our members are having to deal with working there and we are going to work on getting some of those issues resolved as soon as possible. It was great to see many agents that are from Hawaii that were able to go back home to their roots and be with their families. I know it was a long time coming and the aloha spirit is alive in those stations. As in any new station there are issues and growing pains, and both are experiencing those right now. Both stations have good representation there and I commend the reps for representing their members and dealing with all of the challenges the station and the members have had to go through. With the addition of the new stations that are opening in the Hawaiian Islands, I hope things go smoother and that the Company learned from the mistakes that were previously made with the first two. As I stated in the last newsletter, we need better language in the

contract for members that want to go to any new stations that are not land locked.

With the summer upon us and the crazy weather that has so far affected many stations, please remember to stay hydrated and speak up when you need



555 Members at the 6th annual DEN picnic.

to get inside to cool down and get some water. Speaking up for yourself and others is something we all need to work on. We all need to be involved and not rely on a rep or another member to be interested in what's going on. Get involved in what's going on in your station. Ask your rep how you can help whether it's joining the safety team, becoming an alternate or simply stepping up and helping the junior agents. Let's not forget that we were all once on probation and needed help, so it's our turn to pass it on and help our future Brothers and Sisters. Please try to check out the TWU 555 website as often as you can. Lots of up to date information and Arbitration cases that have been won or lost that should be read by everyone. We are working on getting the arbitration cases that have been completed back up on the website. We all crave information and that is a great source. It's good to see



L to R; Chuck Cerf and Abilio Villaverde with HNL members.



SLC TWU/IAM Cookout L to R; Nancy Bloomfield, Carrie Lesley(General Chair IAM), Abilio Villaverde, Kyle Goodrich, Rebecca Taumaoe, Adam Kebliis, Tēvita Manu, and Valentino Ikakoula.

how arbitrators are ruling on things that affect us on a daily basis. Please stay involved at your stations and your districts. Every dues paying member has a voice so let your local rep, district rep and officers know if you have concerns or opinions on anything that involves this local. There is a link on the website for any ideas you have for negotiations. Let us know what you would like to see in the next contract. It's never too early to start putting together a plan of action.

Finally; ask questions. Make sure you have contact information for your local reps, district reps and the union office. The dumbest question is the one not asked. Don't be afraid to call and get information. Read the contract and know when you need to file a grievance. It seems more and more that I see members terminated with lots of letters that they never grieved. The usual response is, "I didn't think it was that serious". I certainly don't think any of us come to work thinking we are going to do something worth termination but Brothers and Sisters, your grievance could not only help you but help many other members as well. Your Union

has your back, but you must protect yourself. In closing, let us put aside the station and the seniority differences and support each other. Senior agent or junior agent, we are all in this together and we have the numbers to fight anything that comes our way. We should never give up what is ours. We stand tall and we stand proud and we support each other. We are 555!

In Solidarity,
Abilio Villaverde
District VIII Representative

STOLEN FMLA

I'D LIKE TO WRITE ABOUT FMLA AND AN IMPORTANT step in protecting our rights. We are asking for support for an amendment to the FMLA regulations. We need our Brothers and Sisters to get involved to complete and send a template to your Congressperson as it benefits all workers, Veterans and Non-Veterans alike. A letter has been drafted by the International Veterans Committee to send to your states' representatives. Even if you are not a veteran, this DOES effect you. The letter states that we would like to change the wording so that a company can't choose to use your FMLA hours in conjunction with OJI hours. Please contact us if you need more clarification or need assistance with your local representative's name or address. We encourage face to face meetings in conjunction with the letter and there is a process to this but we are trying to raise awareness of the way this law is currently written and how it hurts our workforce so we can get the right people to back it and push it forward.

On another note, it's summer so we want to make sure you are aware of the America the Beautiful Park Pass or Access Pass. It's a federal park pass that allows you to visit the federal parks for free. It also allows free or discounted access to some state parks. The pass is available to active military and disabled veterans. It allows for discounted camping and other perks. <https://>

www.nps.gov/

We would like to let you know that the International Veterans Committee has a new pin, patch, and coin. These are being distributed to the newly registered veterans.

If you have not registered as of yet, visit the following address to do so: <http://www.twu555.org/veterans-committee-registration/>

Our committee has been working on gathering ideas to present when the next negotiations are to take place to be added to our contract to help aid active military and veterans. If you have an issue you would like to see addressed we ask you to give us a brief statement so we can compile a list of issues to address. Send any ideas to twu555vc@yahoo.com with a subject of "negotiations".

Don't forget to let us know if you or someone you know is being deployed overseas so that we can

send care packages their way.

Thank you for your service and support,
Charlana Bilodeau
Veterans Committee Chairperson
TWU International Veterans Committee
Recording Secretary

Dear Congressman/Congresswoman _____,

I am a member of the Transportation Workers Union and I write to you regarding an issue that not only affects my 140,000 TWU brothers and sisters, but the welfare and health of all union and non-union members alike. This issue involves Title 29 of the Code of Federal Regulations regarding the Family and Medical Leave Act (FMLA) and Workers Compensation running concurrently.

CFR Title 29 Sec. 825.702 reads, "An employee may be on a Workers' Compensation absence due to an on-the-job injury or illness which also qualifies as a serious health condition under FMLA. The Workers' Compensation absence and FMLA leave may run concurrently (subject to proper notice and designation by the employer)."

The wording "designation by employer" allows an employer to utilize an employee's FMLA and Workers Compensation *at the same time*. Workers Compensation laws are designed to protect an employee who was hurt while on the job. FMLA laws are designed for qualifying issues unrelated to one's job. The wording of the CFR allows for the unnecessary use and abuse of FMLA laws by employers, severely limiting their employees' Family Medical Leave later in the year.

For example: An employee is hurt on the job, and unable to work for 9 weeks; the employer then utilizes both programs concurrently, using up FMLA entitlements even though the employee is already covered by Workers Compensation laws. Because FMLA leave is limited to 12 weeks, the injured employee now only has 3 weeks of FMLA leave for the remainder of the year. Employers regularly use FMLA leave in this manner as standard procedure. *This undermines the very reason the law was created.*

FMLA provides the employee options such as leave or light duty while they tend to qualifying needs unrelated to their job (for example, disabled veterans requiring therapy, people with disabilities or medical issues, spouses of deployed, parents of hospitalized children, workers with terminally ill parents, etc.). FMLA is unpaid, but the employee may use their earned vacation/sick time. FMLA does not apply to businesses with fewer than 50 employees, so amending the CFR would not be a burden on small businesses.

A change in the wording of CFR Title 29 Sec 825.702 law to read **"The Workers' Compensation absence and FMLA leave may run concurrently (subject to notification and designation by the employee)"** would give workers the right to choose whether to run these two separate work entitlements concurrently. Please help to stop employers robbing employees of their FMLA entitlement.

I respectfully ask that you evaluate this law and the legislation to amend it. Help give back the job protection and options needed for our employees to stay a productive part of America's workforce. Please contact me with any questions or response that you may have regarding this issue and steps you are willing to take. Thank you for all you do for Americans and veterans alike.

Sincerely,

***"Even if you are not a veteran
this DOES effect you and you
can also send the letter."***

LET THEM EAT CAKE...

OR THE LEFTOVER CRUMBS FROM THE AM AT LEAST.

IT WAS AROUND 1400 HOURS WHEN I WALKED through the break room on the Company's anniversary on June 18th this year. It had been advertised throughout the station that cake would be provided to celebrate this glorious day as it has been every year for as long as I have been employed here, and I'm sure much longer than that. In the larger stations, as was necessary in the past, multiple cakes are purchased to ensure everyone has an opportunity to partake in caloric explosions of sugar and dye. This year, however, something was different. There was, on top of one of the break room tables, a festive table cloth, plates, napkins, balloons and a used cake serving implement crusted with streaks of blue and yellow icing that had been exposed to oxygen for too long. Strangely missing from this equation, was of course, the cake. I thought, perhaps, it would be coming later on in the shift for my PM brethren. However, on this day there would be no cake for the night crew on the ramp. The other departments received a cake. The approximately 16 operations agents per shift received one cake each. The approximately 80 ramp agents per shift? One cake for the AM. Apparently, our Manager claimed that there was a cake for the PM and that his proof of its existence was that it was rolled past his office...in a completely different building. While it certainly may have existed, it never made it to us, though personally, I would be embarrassed to admit that I bought one cake for 80 of my employees, but it is more interesting to explore why that conversation took place.

As the 4th of July rolled around, the station sent out an email to everyone announcing that there would be food provided for the 4th, as has been customary, for agents who work instead of spending the holiday with their family and friends...and the hours were listed up until 15B. Now, not only were they only providing food the AM crew, but they were announcing it that way. This prompted one member to reply via email including the other workgroups that were involved. Some may wonder "how" since management is careful to ensure there is no "reply-all" option. The email he sent read as follows,

"I start at 3:30pm....so no hotdogs for those of us who start later? This is the second time in recent memory that the night shift has been "forgotten about" for these kinds of holiday events. I respectfully ask, that in the future, you consider those of us who keep this place running after the sun goes down when planning your events. Thanks for your time."

This email was sent on July 3rd, a couple of hours after the original email went out. On the evening of July 4th, the food ending up being served for about an hour after what the original email had stated with a supervisor stating that she volunteered to stay to make sure "everyone" got food and made sure those within earshot could hear the inconvenience in her voice.



Then, on July 6th, a Fact Finding notice was given to the aforementioned agent set to take place on July 10th ***“to discuss a possible violation of the Southwest Airlines Email And Internet Use Policy”***. While a manager had already spoken with him, that wasn’t enough. The Fact Finding was held and while the issue that was originally raised was discussed, it was mostly about why he had included the other groups. This, finally I know, brings us closer to the point of my article.

The Company wrongs our members in many ways every day. Sometimes intentionally and sometimes out of human error. Regardless of the method though, they want you to keep it quiet. ***“They want us to...?”*** Shhhhhh. They’ll hear

you. They want us to keep their mistakes, violations, and wrongs to ourselves. How else are they to keep the creaky facade of good ‘ole SWA standing in the eyes of the public and their co---workers. No, I’m not using THAT word. The Company and its “leaders” are more interested in silencing you than listening to what you have to say and understanding why you are compelled to say it and that is a huge problem for a company that hangs its hat on its reputation for being a great place for employees. I suggest the opposite of silence. I suggest we share our experiences, good and bad, with each other and when necessary, via SOPI or SRS until an appropriate resolution is reached.

Part of this issue is caused by the insane amount of management positions that are now offered. Even if those at the very top wanted to, it is one thing to control a company through a small number of managers in various locations, but how do you control anything at all when you’ve decided you need to fill a SAN Manager of Lavatory Procedures on Sunday Nights at Gate 6 During Irregular Operations? Good luck finding that many candidates who actually WANT to be leaders let alone individuals that have the appropriate skills. That has been my main criticism of local leadership. Too many of them are just off probation, they don’t want to do their time to get to \$20 an hour, and

they don’t understand the huge mistake it is to

21 leave the Union. Zero interest in actual lead-

ership. This issue is then compounded when they realize that being a supervisor is a horrible job and that maybe “moving up” will make things better. So they make changes to things that work, and have worked for years, so that they have something to fill an empty resume. Something to put their stamp on. ***“I was Manager of T-point Zone 4 During The Eleven O’ Clock Hour and screwed with everyone’s water breaks...I mean, made changes to ensure hydration efficiency...”*** This process continues until you

end up with nonsense like celebrating the Company’s anniversary with one cake for 160 agents.

I don’t expect this article or any other in this publication to change the Company and it must be

exhausting for them to keep flying the “culture” flag with no actual interest. If they don’t want to provide the cake...don’t. Don’t want to provide food on holidays? Don’t, and don’t pretend like it was a mistake. They should take ownership of conscience decisions and be clear with their intention. Leadership again. What I hope is that union brothers and sisters will recognize that the culture no longer has anything to do with our employer and everything to do with each other. We all know how enjoyable it is to work with those you have become close with over the years. How smooth everything goes when knowledgeable agents are present. How break rooms can fill with laughter. That should be the focus along with the clear understanding that the contractual bargaining agreement is the reason we are together(covered work) and the reason we have protections from whatever the Company decides to become. Even with the exponential growth in useless management positions, we make up the vast majority of what ensures this Company continues to run. It is our collective choice to decide what type of environment we want to work in and our responsibility to create it amongst ourselves.

Remember, this isn’t about cake. Some might even say, “It’s a matter of respect.”

In Solidarity,

**Jason Sonnabaum • SAN
Triple Nickel Editor**

STATION REPRESENTATIVE OF THE QUARTER

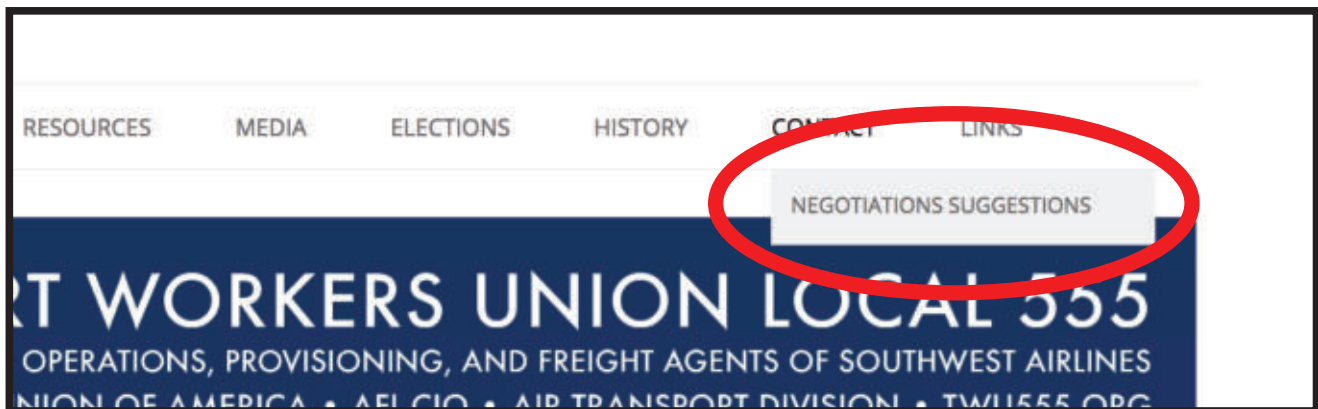
1ST QUARTER 2019: Oscar Camara - HOU



L to R; Chuck Cerf, Oscar Camara, and Robert “Wolfie” Bettinger.

“As a station rep, Oscar has always provided all of the information needed to resolve any and all grievances for the membership. Most of the time he types all of the notes from the fact finding meetings and also a recap of why the grievance would be either a valid argument (with the CBA article supporting his opinion) or a reach of mercy on his own time. His dedication to the membership has gone above and beyond his responsibility as a representative that has had the responsibility of large station”

NEGOTIATIONS ARE ON THE HORIZON



NOW IS A GOOD TIME TO BEGIN THINKING ABOUT WHAT
CHANGES YOU WANT TO SEE IN THE NEXT AGREEMENT.
VISIT THE CONTACT SECTION OF TWU555.ORG TO SUBMIT
YOUR IDEAS AND SUGGESTIONS TO IMPROVE THE CBA.

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