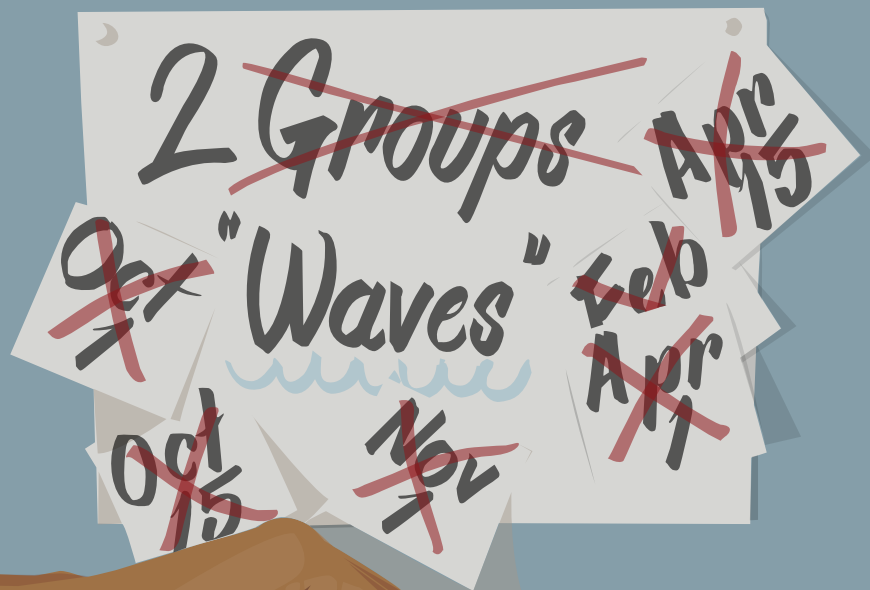


Triple Nickel

HAWAII REPORT DATES 🇺🇸



Cover: Pulling Dates Out Of A Hat.

After the initial bid was posted for those members transferring to our new stations in Hawaii, the Company has taken them for quite a ride on the tentative dates train.

LEB

Chuck Cerf (HRL)

Jerry McCrummen (DAL)

Albert Barbosa (SEA)

Juan Cordova (MDW)

Jessica Hayes (MDW)

Basheen Harris (BWI)

Karl Mager (TPA)

Dan Chriss (MDW)

Tony Slavings (MCI)

Robert Bettinger (HOU)

Tyler Cluff (PHX)

Mike Roach (LAS)

Abilio Villaverde (DEN)

Editor/Design

Jason Sonnabaum (SAN)

District 8 Artwork(p.19)

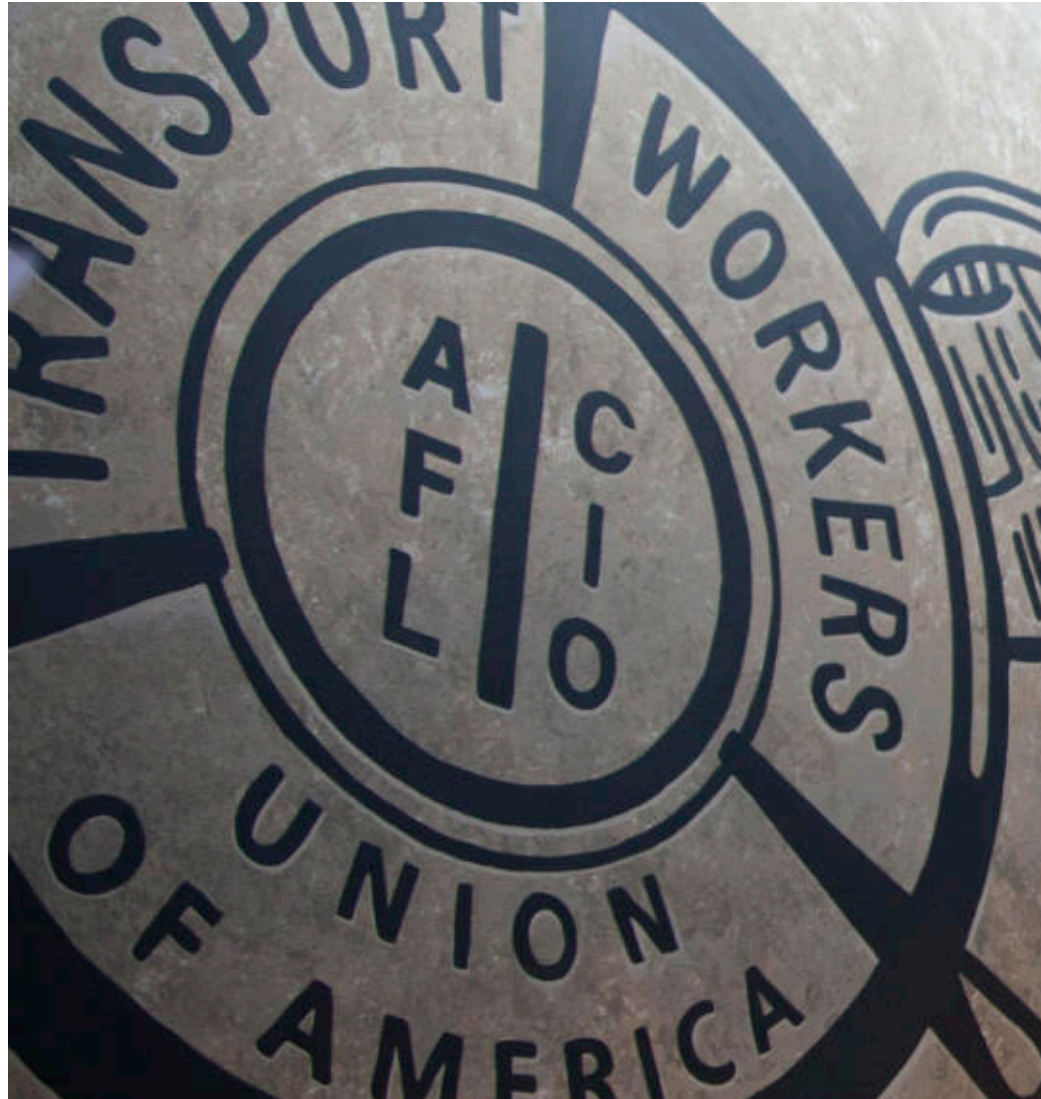
Chris Sheffield (SAN)

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TRANSPORT WORKERS UNION LOCAL 555

REPRESENTING THE RAMP, OPERATIONS, PROVISIONING, AND FREIGHT AGENTS OF SOUTHWEST AIRLINES

TRANSPORT WORKERS UNION OF AMERICA • AFL-CIO • AIR TRANSPORT DIVISION • TWU555.ORG

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PRESIDENT'S UPDATE

I WOULD TO START BY THANKING ALL THOSE in leadership roles for TWU Local 555 for their help in getting our local out of receivership and putting the control of our local back with the Local Executive Board (LEB) and Membership as a unified organization. I would also like to thank Administrative International Vice President Mike Mayes and International Vice President Andre Sutton. In November 2018, the LEB voted and confirmed the 2019 budget. One of the major accomplishments was to earmark funds for upcoming negotiations, due to begin in February of 2021.

We have successfully completed the first round of membership meetings. During these meetings, the members overwhelmingly voted to modify the bylaws adopted by the International during receivership. These modifications include changing ARTICLE VI SECTION II PARAGRAPH C to reflect Station Representatives are elected, as well as, Terms of Office. Our Members also voted to change ARTICLE IV SECTION E to add District Representatives must reside in the District in which they are seeking election and must reside in such District for the entirety of his/her term. In many cases, the attendance at the meetings was limited. In other cases, the membership was well represented and enthusiastic. Attendance of Membership Meetings is very important in uniting together for our upcoming contract negotiations. Negotiations is the most important item affecting members and your future, not only financially, but also establishing our work rules and benefits that can not be taken for granted. During the last negotiations, there were benefits that were lost and may never be recovered. As your President, it is my commitment to you, our members, that we will be prepared financially, administratively and legally to ensure the best possible industry-leading contract.

Southwest Airlines currently has three large bargaining groups at the negotiating table, they include:

AMFA - The union representing Southwest Mechanics and Aircraft Appearance Technicians; their members recently voted down their tentative agreement and are now in their SEVENTH year of collective bargaining.

TWU 556 - The union representing Southwest Flight Attendants began negotiations in November of 2018. We have historically

worked very closely with our Brothers and Sisters at 556 and have already been working with their newly elected leadership.

IAM - The union representing Southwest Customer Service and Reservation Agents began early negotiations in May of 2018. In past negotiations, we had been at the bargaining table first and now the role has been reversed.

We also are closely monitoring the progress of negotiations being conducted at American Airlines with their Fleet Service(their term for ground operations) and other work group after their merger with US Airways. American Airlines filed Section Six Notices(which begins the negotiations process) in September of 2018 opening all TWU-IAM collective bargaining agreements and entered Federal Mediation shortly after. I can't reiterate enough the importance of uniting and working as one as we prepare for what is sure to be tough, complex negotiations. We've been through some rough times for our local, and our members are experiencing difficult working environments. I have no doubt that the hard-working members of TWU LOCAL 555 will unite to make improvements for all.

In closing I would like to thank Herb for the many years of unique leadership. We all benefit from his vision daily and should be thankful for the opportunities he offered each of us as Southwest Airlines Employees. Without Herb, we would not be as successful as we are today. No matter what side of the negotiating table we were on, Herb always was a gentleman and leader. He will be missed.

**Fraternaly,
Charles Cerf • HRL
President**



ALL OF THE

TERMINATIONS

BY 1ST VICE PRESIDENT

Jerry McCrummen

AT THE TIME OF THE WRITING of this article for the newsletter (February 15th), there have been 66 terminations so far in 2019. That is approximately an average of 1.5 terminations every day for this year. These are all agents that have been given termination letters by their station management and walked out, possibly ending a career. These agents have embarked on a long and arduous journey to try and get their jobs back. Many agents, not wanting to go through the extremely trying and emotional process, have resigned in lieu of termination. Keep in mind that the initial decision was to terminate their employment at Southwest Airlines.

The actions by the agents combined with the decisions made by SWA has jeopardized the ability for these agents to provide for their families, maintain their standard of living and quality of life, due to their loss of income.

Agents are being terminated for many reasons. Here is the breakdown of the terminations for just this year alone:

Attendance (29), Pass Abuse (7), Operational Emergency (4), Failure to Report Damage (4), Job Performance (3), Falsified Dr. Note (3), Inappropriate Behavior (2), Failure to Scan Freight (2), Fighting (2), Safety (2), Theft of Time (2), Failure to Maintain Driver's License (1), Badging (1), Drug & Alcohol Policy (1), Sick Abuse (1), Administrative Discharge (1), Theft (1).

Attendance is the most prevalent reason for terminations, over 4-1 more than the next closest reason. Unless you are sick, come to work. If you are

sick, there are many ways to protect your attendance under our Contract. Provide a Doctor's Note, apply for FMLA (Family and Medical Leave Act), utilize the Medical Leave Of Absence provisions, shift trade off, and to ask for a Personal Leave Of Absence are just a few. Monitor and track your points. Grieve inappropriate attendance letters. The points and letters must be accurate. If the accuracy is in doubt, ask for local management to do a complete attendance review and go over your attendance before signing any point adjustment letters. Actively point out errors if you feel that there is a possibility that the points are

not accurate. If they are legitimate charged points, absent extenuating or mitigating factors, they will not be removed.

Next is **Pass Abuse**, the alleged selling of passes. The selling of passes is a violation of Company policy

and will result in termination. It still must be proven to qualify under the "Just Cause" provisions of the CBA. Therein lies the problem. They have fired many managers and supervisors for pass abuse and whether coerced, threatened with the withholding of their profit sharing, or possible criminal charges, these members of management are naming agents as allegedly having participated. Corporate Security (the Gestapo) can track all electronic transactions involving your SWAG account. Sometimes they are basing their findings on the sheer number of passes involved and not doing a complete investigation of the allegation. They apply the theory that you must be doing something wrong. There is no money trail as proof of the agent's involvement. It seems that their favorite exercise is jumping to conclusions.

"Members that are not being smart in their actions or decisions and management making stupid or arbitrary decisions is a bad combination in the union business"

Next is ***Failure to Report Damage***. If you damage or even hit, bump, or scrape anything, stop immediately and go find a supervisor to report the incident. EVEN IF IT CAUSES A DELAY! Protect yourself. The rule is being unreasonably applied by management.

Next is ***Job Performance***. If you get a letter that you feel is unwarranted or excessive in nature, grieve it. If you fail to grieve it and you then grieve a subsequent letter, an arbitrator considers it a valid issuance of discipline in the prior incident. You cannot wait till the Final Warning Letter or termination level to act. You are making a hard job even more difficult. You will have too much junk in the trunk.

Next is ***Inappropriate Behavior***. These types of terminations fall into two different categories. Comments made toward or about someone in and or at the workplace. Religious and political views have no place in the breakrooms or in the workplace. Be aware that what you say may be offensive to someone else. I have not seen many cases where Employee Relations have been objective or reasonable in their findings. Ensure that you have a Union Representative available for the interview. The other type of inappropriate behavior usually involves alcohol and is primarily at a Company function (where they generally provide the alcohol). If you cannot control your liquor, do not go to the party. An ounce of prevention is worth a pound of cure. Be smart!

The other reasons are self-explanatory. If you have any questions, feel free to call me at (214) 908-7238. I failed to mention that there were also 27 terminations in December and 25 in November. That is a total of 118 terminations that are in some stage of the grievance process or have been resolved or withdrawn in the last 3 ½ months. Your

Local Executive Board is qualified and capable in administration of the grievance process, but we are not magicians. We cannot make legitimate transgressions disappear. We can only ensure that you are treated equally and fairly; that you were disciplined for “just

cause.” We have 4 Grievance Specialists; Curtis Clevenger, Brian Smith, Ryan Wittmuss, Randy Barnes, and occasionally myself that handle most of the terminations.

Due to the sheer volume of terminations, 2nd Vice President Albert Barbosa, Recording Secretary Juan Cordova, and many of the District Representatives have stepped up and placed themselves in the breach by handling some terminations as well.

I wanted to give my personal thanks and heartfelt gratitude to these gentlemen for their willingness to assist when called upon. Members that are not being smart in their actions or decisions and management making stupid or arbitrary decisions is a bad combination in the union business. Empathy or compassion are no longer culture traits at SWA. I recently had a System Board where a tenured, senior, terminated agent asked me, “Why does the Labor Representative act like that toward me or treat me that way?” I made a mistake! This Company will practice **tough** love and they will terminate you.

I have enjoyed working at SWA. It has provided a good livelihood and place to work for the last 34 plus years. I have been able to provide for my children, put kids through college, and enjoy my 13 grandchildren (number 14 is on the way). I may have a career at SWA, but I work for and serve the proud members of TWU LOCAL 555. You are the finest agents in the industry. Protect yourselves and be safe!

Fraternaly,
Jerry McCrummen • DAL
1st Vice President



IT STARTS WITH YOU

HELLO SISTERS & BROTHERS. To those who don't know me; I'm Albert Barbosa, your 2nd Vice President. I've been lucky enough to visit many stations so far and hope to get to them all before my term is up. I've been greatly encouraged on those visits, meeting with many of you. Good questions, insight, and willingness to participate in the process. As a whole however, we've had some challenges, and I suspect, we'll continue to have more moving forward. Working together, I know and am confident that we can overcome them.

So, with that somewhat ominous tone, I'll get to the long and short of things. We all need to be better. Only being smarter and working cooperatively will we be able to overcome the Company's adverse actions. Whether they be excessive discipline, unreasonable work rules or fictitious states of emergency that are claimed regardless of actually existing. The Company is not stagnant, simply standing by waiting for things to happen. Well, I guess in some regards they are... but they are moving forward.

We need to get going or be left behind. How you ask? Documenting and supporting each other is the best first step. If you become or can be a witness to an event, write it up

(Union statement forms can be found on the website at TWU555.ORG->RESOURCES->FORMS) and provide that to your union representative or send it into the office to be forwarded to a District Representative. This should be done immediately to better ensure accuracy of recollection.

This is a small first step. A second; know the contract and rules the company has decreed us bound by. Understanding the *how* helps us discover the *why* and sets the tone for how to "fix" the issues that arise. This will not be done by the 13 Board Members or the additional Grievance Specialists. It starts with YOU. The smallest of first action, is still a first action. Everyone who ever became active in a union began with a simple question, "can they do that?".

5 Or at least a variation of that same sentiment.

The second step was either looking it up themselves or asking a rep. Sure, this is a counter to the attitude of, "I don't need the union until I need the union" realm but it is a reality.

Unfortunately, many want nothing to do with the local until they expect the local to drop everything and move heaven and earth to help, which we make every effort to do in their favor. This does not strengthen your union. It does not better our position in negotiations or any other time. Only being active can we improve. And when I say active, I don't mean actively only working to better oneself, but us all. As many know, I can go on and on but I'll keep this brief. Many of us have been employed with the Company for many years. While it's safe to say that many, if not all, on both sides (Union & Company) want the continued success of our airline, it's important to note that the Union wants the

success to continue providing great opportunities for our members. While the Company answers to shareholders who would be just as pleased to see contractors doing the work as actual SWA employees.

Perhaps more than just pleased to see such a thing. But again, the Union works towards bettering us all as a whole. I recognize that there is nothing mind shattering written above but it is absolutely imperative that it be reiterated at every chance. It has been just shy of a year since this board was elected and smooth wouldn't be the word to describe how things have gone. Improving can be tough and it's my goal to keep that trend going. We all have a role to play and it may just be a saying, but it's true; the job you save could just be your own. Be safe and take care of one another.

**Fraternally,
Albert Barbosa • SEA
2nd Vice President**



A GROWING MEMBERSHIP



MY NAME IS JUAN CORDOVA and I am the Recording Secretary. I am a ramp agent from Midway Airport and I have been with the Company for over twenty years. I was a District Representative from 2007 to 2010 and an Alternate District Representative from 2010 to 2018. Despite taking on this new role, I remain focused on the members of our Union.

I want to inform you that we currently have a total of 13,720 active members. When I took office in April of last year, the Recording Secretary's office was in disarray. I have done my best to get things back in order and will continue to do so throughout my entire term. As Recording Secretary, one of my duties is to inform new employees about the importance of the Union. I am notifying these new Ramp, Ops, Cargo and Provo agents about what our Collective Bargaining Agreement entails, but it is up to them to learn their rights and benefits.



Another task I have been given is to defend members who are terminated. Many of these cases involve their attendance. I want to make it clear that coming to work and being on time is the key to success here at Southwest. Because when it comes to your attendance, your destiny is in your own hands. Communication with your station representative is an important part in protecting your position, especially when it comes to your attendance rights under ARTICLE 23. Remember to always know your rights and together we can establish a better working environment for all of our members.

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

God Bless all the members of TWU LOCAL 555,
Juan Cordova • MDW
Recording Secretary

SOLID GROUND

GREETINGS MY FELLOW SISTERS AND BROTHERS, and thank you for another great term to serve you all as your Financial-Secretary Treasurer. I am happy to report that all of the bills are current, the finances are in the black, and on solid ground as we are preparing ourselves for our upcoming negotiations.

Also, I am happy to inform the membership of our new relocation move, IN DALLAS, to a new office. We will keep you guys updated as the move progresses. I look forward to restoring continuity and to ensure the local remains financially sound.

“Where there is Unity there is always Victory”

-Publilius Syrus-

In Solidarity,
Jessica Hayes • MDW
Financial- Secretary
Treasurer



CHANGING ROLES

FIRST, I WOULD LIKE TO SAY THANK YOU to everyone that has supported me during the first two weeks of my term. Secondly, I want to thank Morial Hayes for his time and service as District 1 Representative. To my BWI family, with sincerest gratitude, thank you for what you have given me. Your trust is something I will never forget.

For those who may not know; on January 29, 2019 I became your new District 1 Representative. I have been based in BWI for 10 years with 5 years on the ramp and 5 years in operations. I have honorably served in the Army, have a BS in Computer Science, and worked as an Assistant Manager at a real estate company. With the skills I have acquired, I am confident that I will meet your expectations.

My main goal for our district is effective communication, transparency, and progression. I have always been the guy behind the scenes working for the agent's best interests.



Now, with this new position, I am no longer the guy behind the scene, but the captain up front to lead the fight. As Martin Luther King Jr. said, “There comes a time when one must take a position that is neither safe, nor politic, nor popular, but he must take it because conscience tells him it is right”.

Fraternally,
Basheen Harris • BWI
District I Representative

UNIONISM AND HOW WE DISPLAY IT

BY DISTRICT 2 REPRESENTATIVE

Karl Mager

GREETING SISTERS AND BROTHERS,
It has been approximately one year since this Local Executive Board was elected, and in that time, your LEB has come together to work towards one common goal. You, the membership of TWU 555 has been the goal that binds us. I would be remiss if I did not say we have agreed on issues, argued about issues, but more importantly worked through those arguments for the betterment of OUR Local. Along the journey I have taken in the last year I have heard from many members and read quite a bit of what members have to say about our Local, about the LEB, about the International and about each other. This is what brings me to the title of my article.

The Transport Workers Union was formed in 1934 during the Great Depression while many of New York city transit companies were taking advantage of the 25% unemployment rate by firing employees at will due to the abundance of applicants they had. If a manager did not like your attitude or simply didn't like you, you were fired. From this, along with working conditions that were abusive and dangerous emerged our founder Michael J. Quill. From the inception of OUR Union came the slogan "United-Invincible", which still stands strong today. President Quill believed that an organized, united front was the only way to win fair working conditions and improve equality in the workplace as well as improve working conditions.

Now, let's fast forward 85 years and here we are; still fighting the same issues, although some things have changed. Our working conditions are safer now than they were in the 1930's or 1940's and continue to improve, yet some obstacles and issues remain. But one thing that has changed, is the involvement and participation of the membership in positive ways. Today, many of our members participate via Social Media, which is quite a tangled web. Instead of venting on Social Media, how about at-

tending Union meetings and making your voice heard in a positive manner? The Social media platform is not secure. Incorrect information is given out and quite frankly it shows us being divided at times. All of the negativity about each other or OUR Local on Social Media is divisive. The time to make our voices heard is each and every election cycle or vote that gets put out to the Membership as well as by reaching out to your elected representative via email or phone call. If we all remember some of the slogans or quotes from past times and keep true to them, we will be a stronger membership and Union.

*"United we bargain,
divided we beg"*

- Unknown

*"We must learn
to live together as
brothers or we are
going to perish
together as fools"*

- Dr. Martin Luther King

*"It is not much matter
which we say, but mind, we must all say the
same"* - Lord Melbourne

*"There are no problems we cannot solve together,
and very few that we can solve alone"* - Lyndon Baines Johnson

*"Upon the conduct of
each depends the fate
of all"* - T-Alexander
The Great

***"The Social Media platform is
not secure, incorrect information
is given out and quite frankly
shows us being divided at times."***

After reading these I ask you all to take a second look at what you are about to post or tweet. Ask yourself, "Is this divisive?" or, "Is it productive for the betterment of US ALL?" Soon enough we will be entering into negotiations once again and if we want to achieve our goals of securing a better contract for us all we must UNITE and this begins by stopping the divisiveness on Social Media.



District II news

I along with the help of my Alternate, Darryl Wallington, as well as all of District II Representatives in the stations have been hard at work handling grievances and concerns since taking office last April. We have all seen an uptick in discipline from Southwest Airlines regarding weight and balance accuracy.

This topic has been one of much discussion at the LEB meetings and will continue to be. It is unjust for our members to catch their own errors and be disciplined the same as if they had not caught the error.

I implore all members to take the CBLS verification process seriously as discipline is coming down when the procedures are not followed. Keep in mind, accuracy of the aircraft's weight and balance comes before on time performance. If you need to take an extra 30 seconds to ensure accuracy, please do so, as those 30 seconds may prevent discipline from being issued. With heavy spring

flying upon us, and the summer right around the corner, I would like to remind everyone; if you need help request it. The loads will continue to rise and if we don't help each other no one else will. Due to the staffing we receive at the gates, we may have to do one end of the aircraft at a time to safely offload and load it. More and more we are seeing banks of flights coming in and spreading our workforce thin. Another issue that has been rearing its ugly head are late lunches and in some cases, no lunches. The language in the contract is quite clear under ARTICLE 6 SECTION 1 PARAGRAPH B:

B. Meal Period. A thirty (30) minute meal period, shall be scheduled during the fourth, fifth or sixth hour. All meal periods must be completed before the end of the sixth hour. Should an Employee not be scheduled a meal period during the fourth, fifth, or sixth hour, he will be paid time and one half their hourly rate of pay for the thirty (30) minute meal period and will receive an uninterrupted meal period. Should an Employee not be permitted a meal period at



all, he will then be paid .5 hours overtime and two (2) hours straight time pay in addition to their regular pay. Eight (8) hours, inclusive of a thirty (30) minute meal period, shall constitute a day's work for those Employees whose regular shift begins between the hours of 6:00 P.M. and 4:00 A.M.

With the above mentioned language, local management is supposed to make sure you receive your meal period, and on instances that you do not receive your

meal period during your 4th, 5th or 6th hour, you will get .5 OT. When you do not receive a 30 minute meal period in your entire shift, you will receive, in addition to your .5 OT, 2 hours of regular pay. These should be last resorts, especially when you request your meal period. If you see ahead of time that you will not be getting your 30 minute meal period during the allotted

hours, notify your supervisor so that they may make accommodations to allow for you to eat. This is a contractual right that must be afforded to you. Denying our meal periods can not be used as a staffing tool.

In closing, I would like say thank you to each and every member for your hard work each and every day. We are indeed the folks that keep Southwest Airlines moving. I would also like to thank all the Station Representatives in District II for your diligent work and dedication representing the members of TWU 555. Your efforts have not gone unnoticed. And, one last quote from a great Union advocate,

"The people united will never be defeated."

-Cesar Chavez

Fraternally,

Karl Mager • TPA

District II Representative

WEAPONIZED COMMUNICATION

I WOULD LIKE TO START OFF BY THANKING everyone that participated in the 2018 officer and district representative elections, and allowing me the opportunity to serve as your district representative. With communication, education, and help from each of you, I hope to lead District 3 to a bright and promising future.

Social media has been used as a communication tool but also as a weapon by the Company to terminate you. Everyone talks about freedom of speech, but ask yourself; “Is it really free?” The company has each of us sign a document in regards to social media; it’s their Social Media Policy. This policy limits the freedom of speech that you once thought you had and potentially puts you in a situation to lose your job. Members have been terminated for stating true facts in regards to Gary Kelly and Southwest Airlines. Ultimately, we have to be smarter, by not giving the Company an opportunity to probe into our



personal lives away
from Southwest. Don't

list Southwest as your employer.

Don't display any Southwest insignia nor mention any catchphrases that the Company uses, i.e LUV, SWA, or Gary Kelly. All these examples hopefully can save you from being the next victim of the Company.

Remember, social media is a great resource but don't let it become your demise.

In Solidarity,

Dan DC Chriss • MDW

District III Representative

NOTHING BUT A NUMBER

BY DISTRICT 4 REPRESENTATIVE

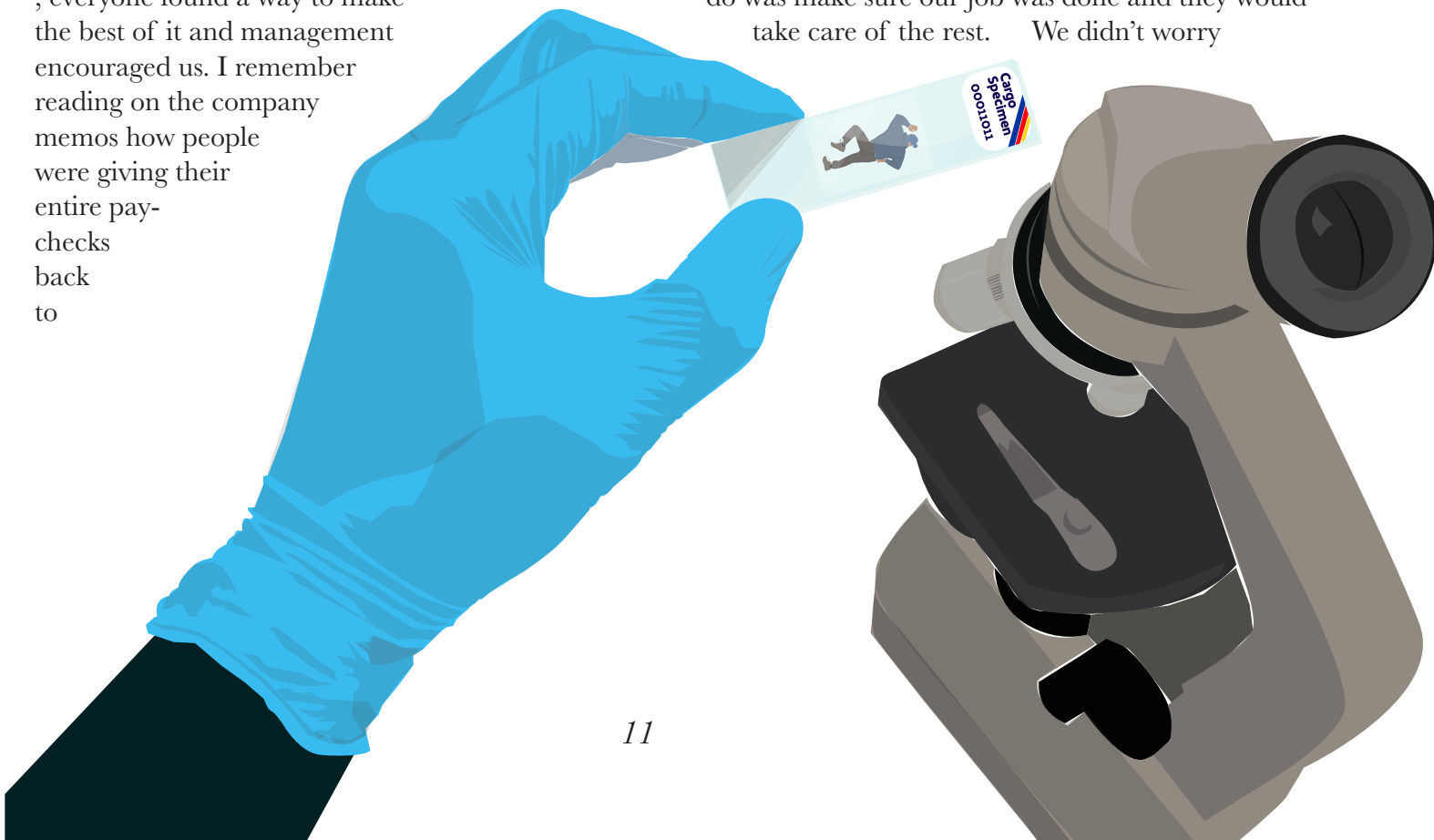
Tony Slavings

I WANT TO START THIS ARTICLE BY acknowledging our great founder and honorary TWU 555 member, Herb Kelleher. I had the privilege of meeting the man on three different occasions and on each one of them, I can still tell you about the whole meeting. One of which was for the majority of the day. For those of you that never got to meet the man, I'm truly sorry. He was not just the best leader this Company will ever have, but he was a damn good man. The world truly lost a great one and it's a shame that he's no longer with us.

I start off with that because I just had a case that reminded me how much this company has changed. When I got hired, almost 18 years ago, this was a fantastic company to work for. Even in the middle of the uncertainty that was September 11th, everyone found a way to make the best of it and management encouraged us. I remember reading on the company memos how people were giving their entire pay-checks back to

the Company to make sure SWA stayed afloat. When the FAA grounded every plane in the sky, every single person just went and did their job. No one knew what to do. All we knew was to get every plane downloaded so the next one could get in. Planes everywhere. We ran out of places to park them and had to use runways to park them. I never heard a single person complain.

Back then, we knew this Company cared about us and would make sure we were ok as long as we took care of them. As long as we did our job, we knew that SWA would continue to take care of us and look out for our best interests. We knew we were the most important part of the Company and all we had to do was make sure our job was done and they would take care of the rest. We didn't worry



about the ramifications, if we screwed up. We didn't worry about accidents or mistakes. After all, we are all human and we make mistakes. I mean, there is no way that if I were to make a human mistake, the legendary employee oriented Southwest Airlines would fire me, right?

Fast forward to December of 2018 to a 34 year employee, with great attendance, that has never been written up "for as long as I can remember". An employee that I don't know of one person that has anything bad to say about. A member of this Local that has went out of his way for decades to take care of this Company.

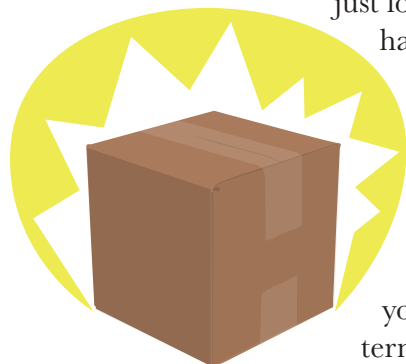
A member with a family that is looking forward to retirement at some point. Same member that when you talk to any member

of management, they will tell you that they wish they had 100 of them at the station. This agent made a human mistake and forgot to scan ONE piece of freight. It was an honest mistake. They were busy at the time and they got tied up with other job duties. One little box.

I hope all of you that have less than 35 years realize that you are expendable. Maybe 35 is the magic number. I look at that member and I know I'm not that guy. The paper would still be warm off of the printer when they hand me my termination paperwork. They wouldn't be able to get it to me fast enough. They wouldn't even wait to wipe the smirk off of their face. This member, right before Christmas, had to go home and let their significant other know that they

just lost the income they have depended on for 34 years. I can't even imagine.

We get a lot of terminations. Just imagine how little of a mistake you have to make to get terminated at



SWA anymore. If they will fire a 34 year "great" employee, what do you think they will do to you? You think you have better attendance, more time, better work record, or are a better employee from the one mentioned here? Most of us aren't.

Luckily, by way of the grievance process, this agent was, and still is a member of this Local. This particular agent is back to work and has their income back. There are many more that don't. There are even more of you that are sitting on a letter that was way beyond a reasonable amount of discipline.

We are getting more and more grievances everyday. Somewhere around 3500 grievances last year. That's almost 10 a day for the year. Keep all of this in mind as you work this year. Just keep in mind that the

more they fracture our members, the more they hope to fracture the Local. Just remember that they only thing SWA cares about is their brand. They don't care about any single one of you. You are expendable. We need to watch out for each other. We need to bring our new hires on and make them understand that all we have is each other. The only ones who have the power to change the course of this Company, is you. Everyone of you that are reading this. If we can find a way to care for each other, we can fight the fight that we have coming around the corner in 2021. Otherwise, we could all be fired by then.

In Solidarity,
Tony Slavings • MCI
District IV Representative

REUNITED

BY DISTRICT 5 REPRESENTATIVE

Robert “Wolfie” Bettinger

FIRST AND FOREMOST, I would like to say thank you to all the members who participated in the 2017 LEB elections. I am very pleased to have been elected as your District Representative.

This is the first newsletter that has been published since the election and again, I say THANK YOU. Depending on when you read this, I should have been in office for all most one year and can say, it has been a very challenging year. For those members who do not know me, I would like to take a moment and introduce myself.

SWA Career

I started my career with SWA as a ramp agent in Houston on August 10, 1985 and I stayed on the ramp until 1987. Being rather new to the Company, I thought it would be a good career choice to become a ramp supervisor. I was promoted to the job of ramp supervisor and quickly learned the job was not be my best career path. I went to the Station Manager and asked him if I could step down and rejoin the ramp as an agent. I was told no, but at that time SWA was hiring 10 operations agents in Houston. I quickly put in for the job of an operations agent and was accepted to the position in March of 1988. Currently, I am still an official operations agent on a leave of absence working as a District Rep for the Union.

TWU Career

My union involvement with TWU started in 1990 when I became the TWU HOU station Safety Chairman. I held that position until 2005, when I was selected by the LEB to be a member of the local TWU 555 Safety Committee. I remained on that Committee until 2008. In 2008, Patty Adams (our District Rep at the time), decided not to run for another term. At that point I put my name in the hat and ran for the position of TWU District Representative. I won that election and asked Patty to become my Alternate District Rep; she agreed. I cannot say enough about the guidance and wisdom that she provided to me. I will be eternally grateful to her for all of her help and guidance with my transition from the Safety Rep position to the District Rep position.

Patty stayed as my alternate until she joined the

13 Negotiating Committee. While no one could

ever replace Patty, Steve Atchley AMA TWU Station Rep stepped up and agreed to be my Alternate District Rep.

Steve's input aided me with his insight and personal dealings with many of our small station issues.



This was very valuable to me, since I never worked in a small station. Steve also brought to the table his experiences as a system board player. Steve and I remained as your District Rep and Alternate Rep for two more terms, until I was voted out by the membership in 2016. I would like to pause here and say THANK YOU for voting me out of office in 2016. While I was disappointed to lose my election, I desperately needed the time to rejoin the membership. Spending 9 years as a District Rep, the job itself took a big toll on me both personally and professionally. The two years I spent back at the station has helped me to see firsthand how the Company has been treating you, the Membership. While as a District Rep, I was mainly focused on contractual language and *Just Cause* violations. When I got back to the station, I was amazed at how unprofessionally the Company's local management treated the membership. It was astonishing to witness this firsthand. I observed local managers encouraging TWU members to violate the GOM and also the CBA to push flights out on time. But the moment something goes wrong, they would turn around and blame the membership and claim that we violated the GOM on our own accord. It was truly noteworthy to have experienced this firsthand. This is not the same Company as it was in 2006 when I first took office. For example, while I was back at the station, I remember reading a 365 bulletin that was posted from the GO telling agents, ***“Do not violate the GOM, even if your supervisor and/or manager is telling you to.”***

Personally, I believe they should have sent that to the managers and supervisors as a read and sign.

Union Issues

Your Local Union has also gone through changes. In 2017, the Local went through what is called a *receivership* (that is when the international governing

body comes in and takes over the local). The process of receivership has been very difficult to say the least. When we emerged from receivership late in 2018, I had been in office for only three or four months. While in receivership, we had no communication with you, the Membership. We also had limited powers of our local. I am glad to say that we are now in control of our local and are also in the process of rebuilding. Rebuilding the Local has come with its share of nervous times, while we(your LEB) are dealing with numerous issues such as the by-laws, new committees, new requirements to our daily job positions within the office, and also policies that needed to be revamped. We also lost important key office personnel. Michelle Hornback(who was in charge of the front office), and Amye Thompson(who was the Leave Specialist) decided to leave our employment (they were both non SWA employees). Even though most of the membership may not have recognized their value to the local, their loss has severely impacted the membership. While we did replace Michelle with two new front office personnel, we did not replace Amye's position. I and the rest of the District Reps are now taking over her responsibilities.

New By-Laws

While in receivership, the International re-wrote our by-laws. After this board took office, we reviewed and recommended changes to the by-laws. We were told by the International that the only way to change the by-laws was by a member vote. Your LEB identified four items that we believed needed quick attention by you, the Membership. The first item we identified was that the new by-laws had District Reps appointing the local station representatives. I and the Board decided it was wrong and needed to be brought in front of the membership. We felt that you, the Membership, should have the right to elect your local station rep. This motion was passed by the membership. The second motion was to have the local rep take office on April 1st, 2019. This was needed to offset the local rep election from the LEB election. This was important to keep a sense of continuity and stability within the local. This motion was also passed by the membership. The third issue was if a local rep leaves office with 18 months or less left in their term, then their position would be filled by district rep appointment. This motion was also passed by the membership. The last item that was passed was to have district reps reside within the district he or she oversees. All of these changes were passed by the majority of the membership.

Station Rep Elections

Hopefully, by the time you are reading this, you will either be voting on your station rep or would have already voted. If the election is still going on, PLEASE take the time and vote. If you do not know the candidates, take time and talk with them and/or talk with other people who know them. Your local station rep position is very important; he or she is there at the station to protect you and also the CBA.

Discipline from the District

Two of the most common occurring types of discipline from our district has been *inaccuracy* and *attendance*. The local station pushes for on-time performance and encourages you to violate the CBA and/or the GOM. Do not fall for this. Your supervisor will be the first one to blame you if there is an accident or inaccuracy. Just remember, you will not receive discipline for taking a delay (as long as you are doing your job), but you will receive discipline for bin slip errors and/or computer errors. Most of the time when I deal with these grievances, the root cause of the mistake has been the agent rushing to get the aircraft out on time. This mindset must stop. Take your time and document all bags, freight, and other items on the aircraft. If your supervisor is threatening you, notify your rep and also write up the supervisor and/or manager. Once again, as long as you are doing your job, you will not get in trouble for taking a delay.

Another item that members are being disciplined for is *attendance*. I was surprised when I was back at the station and realized that most agents did not understand the attendance rules. Please take the time to read ARTICLE 23. If you have any questions, please either contact me or your station rep. We would be happy to sit down and educate any member through a question and answer conversation rather than through the grievance process.

In closing I would once again like to say THANK YOU for voting me in as your District V rep. Please feel free to contact me with any questions you may have, either contractual and or as your voice on the LEB.

Thank you,

Robert "Wolfie" Bettinger • HOU
District V Representative
346-772-9672

SAFETY IS NOT AN OPTION... EXCEPT WHEN IT IS.

BY DISTRICT 6 REPRESENTATIVE

Tyler Cluff

OUR JOBS ARE FILLED WITH COMPANY RULES and guidelines that every employee must follow. If you go onto SWALIFE and look up the GOM, you will most likely find things you did not even know. You are, however, “signed off” on the GROUND OPERATIONS MANUAL every year and the Company expects you to follow the GOM whether or not you know it. In fact, if something happens and damage, injury, or some other mistake happens, the very first thing the Company will do is say, “you have been trained on these policies and procedures found in the GOM.” The Company will even have a fancy spread sheet that shows all the times you checked off as “understanding” the GOM every year of your employment. It does not matter that in your yearly recurrent training that nothing in the GOM was discussed, the only thing that matters is the fancy spread sheet that shows you checked off as “understanding” the GOM every year. We are seeing far too many incidents of GOM procedures not being followed. Not only is this creating safety and health issues, but discipline and even termination when steps are not being followed.

Don't know what you are supposed to do? Take a little bit of time and print out the entire GOM. Since this is work related, you should do this at work, otherwise you will go through a lot of paper and ink. You will soon find that a supervisor or manager will quickly stop you because they will probably say, “Why are you wasting so much paper?” Or they might say, “Why do you need to print it all out? Everything is online.” The flip side to this, if you fail to do something the GOM says, the Company will have no issue printing off the pages and pages of your training transcript to show

15 all the times you have been fully “trained”

“If you tell the captain that the ‘bin doors are secured’, then you better make damn sure you checked the bin doors.”

on the policies and procedures of the GOM. You just might want a hard copy of that GOM for your own personal reference (Don't forget that the GOM gets updated on a regular basis, so print out new copies each time an update occurs so that you are up to date with your copy). After all, since you have been “trained” on all this material, you should know what you are doing. It could mean the difference of you keeping your job or not. Don't let anyone rush you. Know your duties as spelled out in the GOM and follow them exactly. At the end of the day the real issue is this; don't go through the motions of your job. Don't ever assume that everything is OK. Here are a few items of note, that actually happened.



1) If you tell the captain that the “bin doors are secured,” then you better make damn sure you checked the bin doors. Don't ever say, “bin doors secured,” if you did not check to see if they really were. There have been several incidents in the past year where aircraft have pushed the gate with the bin door open. There is one incident where the aircraft actually took off with the bin door open.

2) If you sign the security document saying you completed the security checks, you better be damn sure that you did the security check. If you sign your name, you do the check! Don't let someone tell you they did the check. If you sign your name, you do the check! If a supervisor or another agent said they already did it and you can sign the document you have two options:
a) Have the person who is telling you this actually sign

the document, or

b) Say, "thank you," and go do the security checks and sign the document. Once again, if you say it or sign it, then YOU do it.

There was an incident where bags were left in the aircraft from a terminating flight. The bags were in the aircraft overnight. If that is not bad enough, the next morning no one opened the rear bin door, but the security document was signed saying all the checks were completed. Those bags that were on the aircraft overnight went on a few more trips.

3) There are many Cargo facilities that fill out airbills and paperwork before they screen the cargo.

I know this will be a change in practice and be a whole different routine,

would never mark the as screened unless I screened it before filling paperwork. One agent out the paperwork saying cargo was EXPLOSIVES

TRACE DETECTION screened. After the paperwork was filled out, the ETD machine broke and the agent had

but I

paperwork actually out the filled the



to do a physical search screen. It was done, but the paperwork was never corrected to show a physical search. That is a TSA violation to not have the correct screening method on the cargo paperwork. Even though the cargo was screened, it still resulted in discipline and a TSA violation.

4) A provo agent was working a gate that had specific instructions to have a guide agent every time you backed out of that gate. When the agent finished their flight, they already had another one on the ground. Feeling like they had to get to the other flight, they backed out of the gate without the guide agent. The Provo truck hit the winglet of the aircraft at the neighbor gate. Don't ever assume(it does not matter how many times you have done it in the past) that you will be OK. If you are required to

use a guide agent, you better make damn sure you use a guide agent. If there is no guide agent, you wait. You sit there and wait until you have a guide agent. I could go on and on. I get the routine of our jobs can be mundane at times, but you can never take anything for granted. If you sign something saying you did it, then you better have already done it. If you say that you did something, then you better have already done it. If you are required to do something, then you better do it. Follow EXACTLY what the GOM instructs you to do. When you take short-cuts, you very well might be short cutting your career.

I would like to also comment on a few more things. First, our Union has gone through some major changes over the last year. Most especially in our front office. Our union office has had a complete staff turnover. Our office went from

thirty-five plus years of experience to now having a combined experience level of less than one year. If you happen to have the need to call the union office for whatever reason, please be patient with our new office staff members. There is a lot to learn in running a union office, and we have people who are learning that might not know how everything fully works. Be patient with them. The work our office does is a major support role in handling grievances and taking care of some of the day to day business of our Union. Last year, the Union filed over 3500 grievances. Already for 2019 the Union saw over 300 grievances filed for the month of January. If you read ARTICLE 20 of our contract, in it you will see the many steps of the grievance process. With each step of the grievance process there is paperwork that is exchanged with the Company and the Union. There is a lot of paperwork associated with each grievance and the office staff plays a major role in processing that paperwork. Their work is invaluable to our membership. In addition to asking for your patience, I would also ask that you give them your thanks anytime you call the office. They are learning, but they are working hard.

Second, even though it is close to a full year with the newly elected Board, this is the first newsletter that will be published with this new Board. We have added a Second Vice President to our Board for a total of 13 members of our Executive Board. There are a lot of opinions and discussions (some of which get very loud), but the more we have worked over the past year, I see dedicated members of the Board who have, and are trying to put the interest of the membership first. Without a question, our goal is to unite this membership as we defend our contract and prepare for our next negotiations. If you want to help in this effort, go talk to your local union rep about ways that you can get more involved.

Third, and last, by the time this newsletter is published, we might be in the middle of local rep elections. Our Local is very lucky to have so many talented station reps throughout our workgroup. The

job of a local union rep is a very thankless job, but a very necessary job. They do so much on a daily basis, on and off the clock, to work and serve the membership. Take the time to vote for your local rep. Make this election an important one. No matter who may get elected as your local rep, give them your full support. Take the time to thank them for all they do. We are all happy they are there when we need to file

a grievance. What we don't always see is the work they do to keep a situation under control so that you don't have to file a grievance.

Another way you can show your thanks for your local rep is to nominate them for Union Rep of the

Quarter. Each quarter our Local Executive Board reviews nominations and chooses a Union Rep of the Quarter. There is a plaque in the Union office with the names of the reps who have won in the past. The plaque has names of some great Local Reps who have deserved the honor that they have received.

Please take the time to show how important your local rep is by voting. Thank you for all of your support and hard work. Thank you for your patience. There is a lot of work to be done in our Local, and we have some dedicated leaders who really want to work in the best interest of the membership.

Fraternally,
Tyler Cluff • PHX
District VI Representative

“There are a lot of opinions and discussions (some of which get very loud), but the more we have worked over the past year, I see dedicated members of the Board who have, and are trying, to put the interest of the membership first.”

LOOKING BACK AND MOVING FORWARD

BY NOW, EVERYONE KNOWS that the previous LEB voted to have Local 555 placed in receivership. The vote was not unanimous, but the majority of the LEB voted in favor of voluntary receivership. The International accepted that recommendation and honored the requested wishes of that vote. In September of 2017, Local 555 was placed in voluntary receivership and the International took total control over all decisions of day to day operations. They handled all business including the finances. There were no Local Executive Board meetings for approximately 8 months. The International conducted elections for all LEB positions last spring with an effective date of April 1st, 2018. The International slightly changed the makeup of the LEB by adding a 2nd Vice President position and increasing the number of Board members from 12 to 13.



After almost exactly one year of being in receivership, the International released Local 555 in September of 2018 with a new set of by-laws.

We have had many changes also in the Dallas office staff over the past 2 years. Marie Eckberg, Michelle Hornback, and Amye Thompson have all moved on and are no longer employed with Local 555. I know that many of you have come to know the 3 of them quite well over the years. These ladies provided excellent customer service and representation for this Local for a combined total of approximately 55 years. I wish them all good health and good luck in their future endeavors.

“As hard as it seems sometimes, we need to all work together to deal with all these challenges that continue to come our way.”

I would like to congratulate LAX Ramp Representative James Barrett on being selected as Union Rep of the 3rd Quarter of 2018 for TWU Local 555. James sets a great example at the LAX station by conducting himself professionally with the membership and with station management.



L to R; Eddie Mangum, Mike Roach, Jerry Carrillo, James Barrett, Ricardo Perez, and Kent Lincoln.

It has been a challenging last couple of years for the members of Local 555 as well as all of those in positions of representing the membership. Besides the challenges that have been evident within the Local, the members have had many changes in policies and procedures to deal with as the company continues to discipline our members at a record pace for this workgroup. The LEB, along with our excellent group

of Grievance Specialists, are facing these challenges daily. As hard as it seems sometimes, we need to all work together to deal with all these challenges that

continue to come our way. Our membership continues to grow, and we need to try to work together. Please work safe and watch out for one another.

Fraternally,
Mike Roach • LAS
District VII Representative

BACK TO BUSINESS

BY DISTRICT 8 REPRESENTATIVE

Abilio Villaverde

FIRST OFF, IT IS GREAT TO HAVE the newsletters back out again so that the communication is back going in the right direction. A lot of things have happened since the last newsletter went out. We went into receivership and are now out of it and have control of our local once again. We are moving forward with positive leadership. Some new faces on the Local Executive Board and some that have been on there previously. It was a pleasure working with the most recent board members that either chose not to run again or lost in their elections.

Membership meetings have been completed at every station in District 8. I really do thank all of you that were able to attend and participate in those meetings. It is very important that everyone has a say in any by-law changes and those that were voted on, were much needed changes. Having elections of our station representatives has always been something that has been done and is in the best interests of everyone at the station to have a say in who represents them. By the time this newsletter hits the stations, those by-laws will be approved by the International and you will be nominating your station representatives. Take an interest in who represents you locally and get involved in the process to nominate and vote for your local representatives.

We have some new additions to District 8 recently as Honolulu(HNL) and Maui(OGG) Stations have been added and hopefully Flights will be going there soon. I look forward to meeting all our new District 8, Union Brothers and Sisters in those two cities.

I will be visiting there as soon as we have flights with our

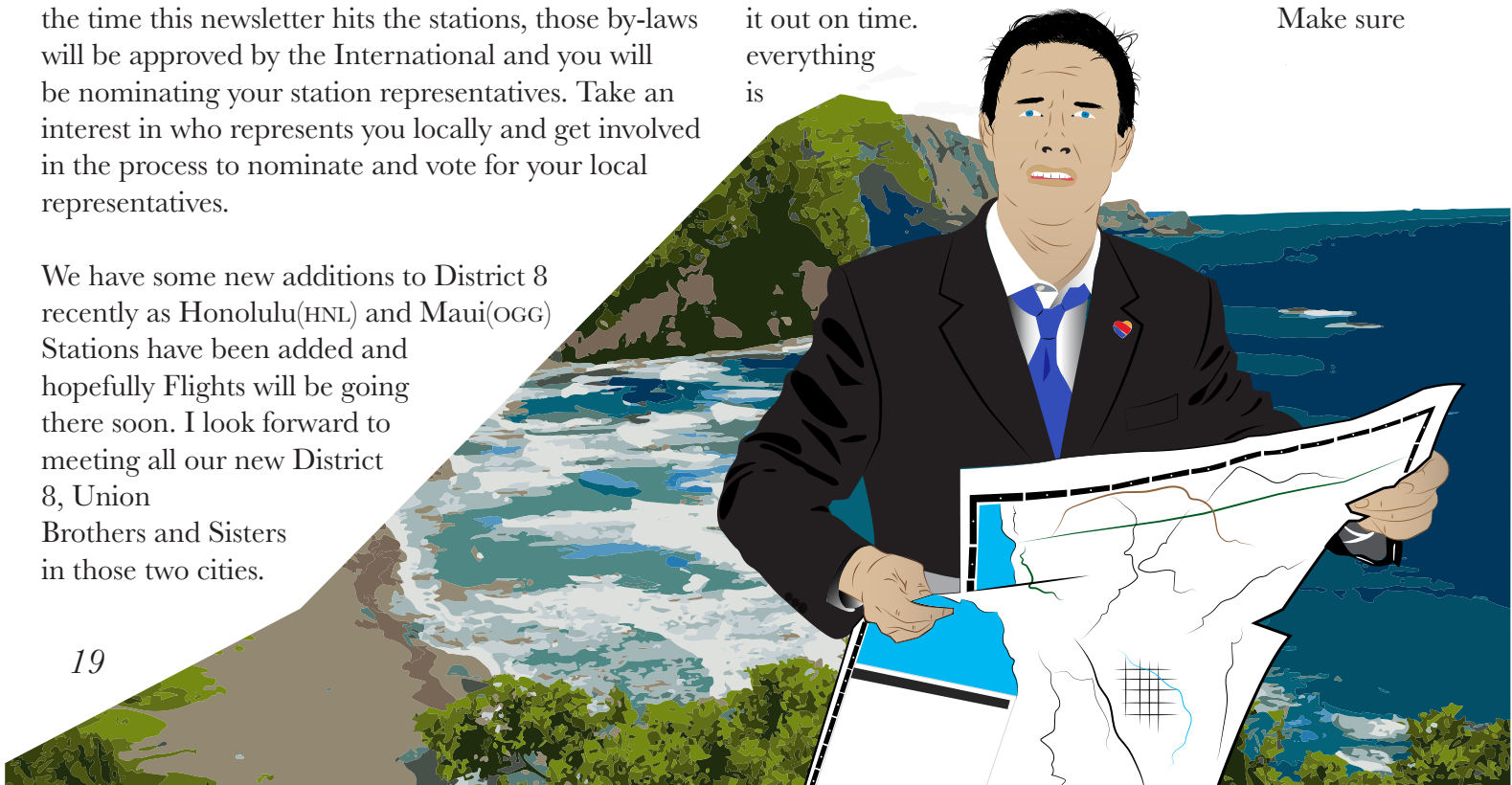
Union President, 2nd Vice President and a regional Safety

Rep. The constant change in report dates, the accommodations people were given when they went over to badge and the entire process has been taxing on everyone involved. As the possibility of more cities opening outside the lower 48 states increases, I think we need better negotiated language to better set up our union brothers and sisters for success. The company did a poor job handling the whole situation and I hope they have learned from the experience.

"The Company did a poor job handling the whole situation and I hope they have learned from the experience."

We are seeing lots of letters of discipline for Operations agents over the last year for weight and

balance. The procedures the Company has put in place seem to constantly change. I think we all agree that we want every plane to be accurate on departure. Getting that plane out on time is great but safety comes first so please don't rush to get it out on time. Make sure everything is



correct. The Company has also stated that the accuracy of the aircraft comes first. Although the Company has procedures in place to fix your mistakes after the door is closed, they seem to want to discipline you for fixing those mistakes even if you dispatch advised before the wheels are up. If you make a mistake and follow the procedures to fix it before the plane is in the air, how are you getting discipline? That is currently being fought at the district level and we hope to have some resolution to that soon.

We have seen some nasty weather so far this year. There have been quite a few days of below 0 temperatures. Please don't put yourself in any unsafe conditions. Don't wait to get frostbite before letting your supervisor know that you need to get inside to warm up. Those of you in that warm weather in Hawaii, speak up before getting dehydrated and putting yourself at risk. Safety comes first above anything else.

One thing the current Board wanted to do was open all the committees to the membership. The Election Committee and Education Committee will have been selected by the time this comes out. There are still several committees out there such as Safety, Veterans, Working Women's, Young Workers, Legislative, and Civil and Human Rights. These are great opportunities for everyone to get involved in some capacity. When these postings come out, please apply and let's make all these important Committees a success together. We will be having some Unity Days at the stations in District 8 this year. Denver and Portland have their picnics off-site but all others we will have some BBQ at the station. Dates to come once it is warm. The Denver TWU Picnic is on July 13th this year. All 555 members and their families are welcome and encouraged to attend. You won't find better street tacos anywhere and some good BBQ also. I look forward to seeing you all soon in the next round of station visits.

In Solidarity,
Abilio Villaverde • DEN
District VIII Representative

HOT, HOT, HOT

As we enter the summer of 2019, we should take a moment to look back at last summer and forward to the warm months ahead. 2018 was hot. In fact, according to the National Oceanic and Atmospheric Administration (NOAA) both 2018 and 1934 hold the record for having had the fourth warmest summer. By last September 22nd, Phoenix had already hit 100 degrees or more on 120 days. California also felt the heat. July of 2018 was the hottest month in California since they began keeping records. To put that into perspective, they started keeping records in 1895 when Grover Cleveland was President.

As we enter the summer months and prepare for the heat, it is important that we remember that while the actual temperatures last year were quite high, these actual temperatures are only part of the problem. When humidity is added to high temperatures they become even more dangerous to the human body. Below you will find a chart from NOAA that illustrates the heat indexes effect on the body.

CLASSIFICATION	HEAT INDEX	EFFECT ON THE BODY
CAUTION	80°F - 90°F	FATIGUE POSSIBLE WITH PROLONGED EXPOSURE AND/OR PHYSICAL ACTIVITY
EXTREME CAUTION	90°F - 103°F	HEAT STROKE, HEAT CRAMPS, OR HEAT EXHAUSTION POSSIBLE WITH PROLONGED EXPOSURE AND/OR PHYSICAL ACTIVITY
DANGER	103°F - 124°F	HEAT CRAMPS OR HEAT EXHAUSTION LIKELY, AND HEAT STROKE POSSIBLE WITH PROLONGED EXPOSURE AND/OR PHYSICAL ACTIVITY
EXTREME DANGER	125°F OR HIGHER	HEAT STROKE HIGHLY LIKELY

So remember that when temperatures and humidity go up, it is important that you PROTECT YOURSELF!

- Know and report early signs and symptoms.
- Drink water frequently.
- Take breaks in cool, shaded areas.
- Wear light colored, loose fitting clothing
- Report problems with heat, air conditioning or drinking water.

Should you have any questions please do not hesitate to contact a member of the TWU LOCAL 555 Safety and Health Committee. Please visit TWU555.ORG for contact information.

ACTIVE DUTY PROFIT SHARING

TO BEGIN, WE WANT TO THANK YOU for your service and support! We would also like to thank Jake Nuttall for his efforts during his service to the Committee and welcome aboard new committee member Antwain Strickland. Antwain is currently serving abroad but is anxious to help while away and when he returns to American soil.

With profit sharing announcements coming out, I'd like to take a minute to remind all those whom have

served on any type of active duty (this includes drill weekends) to ensure those military leave days are included in your total hours for calculation of payment.

For example, if you were scheduled to

work SAT/SUN but had drill, those 16 hours should still be part of your total. If you were only scheduled to work SAT then 8 hours would be part of the total. Contact your admin and ask for a break down of calculated hours. Your military leave hours not only get applied to profit sharing but also many applications which use "hours worked" to acquire the benefit. An example is FMLA hours for qualification.

We are planning a Veterans Appreciation Day in Boston on April 24th, 2019. Invitations and details will be sent to the email you used to register with the Union as a veteran. If you haven't registered yet, you can do so under the veterans tab on Local 555's web page at TWU555.ORG. If you have moved or changed email addresses, you can email us or re-register so we have up to date information.

Do you know someone who is currently serving overseas? Contact us with a name and an APO as we would love to send them a care package.

Moving forward we would like for some language to be introduced into our Contract. We know this is for a future date but we would like to be prepared to give a write up to the negotiations team when the time comes. If you have something that you would like to be in the future contract in regards to military/veterans, we ask that you email us your suggestions or use

the NEGOTIATIONS SUGGESTIONS drop down on the CONTACT link at TWU555.ORG.

"I'd like to take a minute to remind all those whom have served on any type of active duty (this includes drill weekends) to ensure those military leave days are included in your total hours for calculation of payment."

Thank you all for your support and thank you to the ones whom have or are serving.

Charlana Bilodeau
TWU 555 Veterans Committee Chairperson
TWU International Veterans Committee Recording Secretary



L to R; Mike Roach, Jesse Soto, and Chuck Cerf.

IT HAS BEEN SEVERAL MONTHS since I punched a clock one final time, turned in my badge and retired from Southwest Airlines. Just recently I was clearing out a closet, I came across a large cardboard banker's box just bursting at the seams with union "mementos" I had stored away over 20 years of union service. When I first came to the Board we only had 3 districts; president was the only fulltime office the rest were all part-time positions. Our Union was an independent union then, we called ourselves ROPA which stood for Ramp, Ops, and Provisioning Association.

We joined TWU in 1996. Charles Cerf, Mike Roach and I are charter members of TWU 555. Looking back, I am honored to have stood next to these men as we began a new campaign to serve, protect and enhance the lives of our brothers and sisters in our local. TWU gave us many opportunities to do just that. At our very first TWU New Officer Training Seminar I heard a lady from an American Airlines local refer to TWU as: Tough; Wise; and United. This made much sense to me then and it still does now. A union must be tough to survive in our industry: tough enough to get the job done right and tough enough to stand up for our rights—an injury to one is an injury to all. Wisdom to learn from our mistakes, recognize

our weaknesses and take corrective action (regardless of popularity)—our futures are worth fighting for. United we bargain, negotiate and progress—divided we lose our leverage, dignity, respect and we become distracted from our true purpose. If you were fortunate enough to know Herb and Collen, to work with and interact with them you may remember this Herb quote, "the only difference between airlines is the attitude of its' employees". Collen once gave our Board a plaque which stated, "the best in each of us brings out the best in all of us". Exemplary employees make companies great; mediocre employees do not. My wish, brothers and sisters, is that you choose to be exemplary and that Southwest follows the ideals Herb and Colleen lived and lead by. Looking back, my 38 years at Southwest was a great ride! I am happy to have worked with and alongside you. Grateful thanks to all my brothers and sisters who worked tirelessly with me on my TWU 555 Safety & Health Committees throughout my career as Safety & Health Advisor. May each of you, Brothers and Sisters of Local 555, eventually reach retirement and enjoy the benefits and fruits of your labor.

Best wishes and God bless you!
Jesse Soto

WHILE THE SCANNING TEST PHASES wind down in SAN, SEA, and SMF, the scanners will begin to make their way throughout the system. As they do, a variety of questions and concerns may surface regarding the types of scanners they are, the methods in which we are to use them and, in some locations, whose job is that, anyway?

To begin, let us review the relevant language that was agreed to in our most recent Collective Bargaining Agreement. It is written as follows within ARTICLE 5 - CLASSIFICATIONS SUB PARAGRAPH F under the RAMP AGENT/PROVISIONING AGENT heading, ***“F. Receives and records(either manually or by means of an electronic scanner, worn or held by a Ramp Agent) Customer baggage, air freight, air mail, and comat as required.”*** Many times there is room for interpretation, but this language, as it refers to scanners, is fairly specific. ***“Worn or held by a Ramp Agent.”***

Next we will go back to research how this most recent language came to be. In our previous CBA, ratified in 2008, the following language was agreed upon under SUB PARAGRAPH F, ***“F. Receives and records Customer baggage, air freight, air mail, and comat as required. Scans Customer baggage and baggage carts at T-point for airside delivery. Re-stickers misconnect bags.”*** Many may not have realized this language existed as some of its use never came to fruition.

After the ratification of the 2008 agreement, the Company had planned to negotiate a side letter of agreement between negotiating periods that would have allowed the Company to implement plane-side scanning. However, the Company took so long in presenting “SIDE LETTER OF AGREEMENT NUMBER FOURTEEN - RAMP SCANNING” on June 29th, 2011, which contained vague scanning language tied to SUB PARAGRAPH F., that another negotiating

period had already begun and the Local Executive Board voted not to accept the side letter outside of negotiations.

Then, in a memo dated October 5th, 2011, the Company informed the Union of their plans regarding plane-side scanning and stated that they would be unilaterally implementing plane-side scanning with a system-wide rollout date of early 2012.

The Union responded by filing Group Grievance, which is filed on behalf of all members, case number: ALL-5000/11 and stated, ***“The Union hereby grieves the Company’s unilateral implementation of plane-side scanning, as indicated in the Vice President of Ground Operation’s letter dated October 5, 2011, in which it was stated the intent to implement a “system-wide roll out” of this program in early 2012. The Company attempted to negotiate this during the 2008 CBA negotiations. It should continue to be subject to Negotiations. The Company’s actions are in violation of (but not limited to) Article Two and Article Five.”***

Remedy or Settlement Sought: Cease the unilateral implementation of plane-side commodities scanning, as indicated in the letter dated October 5, 2011. The Union also seeks that the changes referenced above be negotiated in Collective Bargaining, which is currently taking place.”

The Company then denied the grievance stating, ***“The Company’s position is that plane-side scanning gives the Agents another tool to use to ensure accuracy while they perform their same functions along with maintaining the safety of our current weight and balance program. This***



new tool does not violate the CBA, therefore, we respectfully denied the grievance.”

After that, both sides agreed to go directly to arbitration which is where it landed before Arbitrator Elizabeth Neumeier who ruled in favor of the Union by stating,

“The grievance is sustained. The Company is directed to cease and desist from unilaterally implementing plane-side scanning until the completion of Section Six negotiations pursuant to the provisions of the Railway Labor Act.”

“During these sessions, there was significant debate regarding the types of scanners, how they would be utilized, and the affect they would have on the membership.”

A month later in negotiations, the Union was led by then TWU International Representative Gary Drummond and 555 President Chuck Cerf. During these sessions, there was significant debate regarding the types of scanners, how they would be utilized, and the affect they would have on the membership. Company representatives wanted broad language to describe scanning in a way that did not limit it to handheld devices and to accommodate future technology, such as RFID (radio-frequency identification), to which the Union’s representatives responded that the Union’s proposal was based on the Company’s scanning packet that was submitted to them, the technology that the Company had possession of and tested. There were many similar sessions with similar sentiments made by both sides. The specific language that ended up being agreed upon, **“worn or held by a Ramp Agent”** was proposed by the Union on May 2nd, 2012 and later accepted by the Company in a tentative agreement on May 30th, 2012. The specifics of this language was to ensure that the work of our members was protected appropriately and that if the Company is interested in different terms to encompass future technology they will have to be negotiated in future sessions. However, during the trial phase in SAN, we have had numerous instances of management attempting to violate these agreed upon terms when supervisors were doing the entirety or parts of the scanning. Local management has either claimed these supervisors scanning alone were “training”, a favorite management tactic to attempt

to circumvent covered work language, or that they were unsure of how to interpret, **“worn or held by a ramp agent.”** These violations have been grieved and are currently awaiting resolution.

As these scanners find their your hands, remember the time and effort that has been spent on ensuring that this technology didn’t affect our members in a negative way. In this instance, our negotiators refused to agree upon vague language that had unknown consequences. As technology threatens the jobs of many, such as our brothers and sisters at TWU LOCAL 208 in Ohio where driverless buses are wait to be introduced.

The scanners can be cumbersome, uncomfortable, and they will inevitably slow down the operation, but this is our work and we should embrace it as such. Some may want to strategically set the scanner down and try to make these into the equivalent of what the Company attempted to but failed to negotiate. I implore you not to do this. Wear or hold the scanner appropriately and if the Company would like the operation to move more quickly then perhaps that means they’ll need an extra couple sisters or brothers staffed on the gate. More members or voluntary overtime is always a top priority for any union. Future negotiations and technology will probably have us looking back at these scanners like the first cellular phones and the bricks that they were, but until then, take your time to perform the job correctly and in a safe manner, worn or held by a ramp agent.

In Solidarity,
Jason Sonnabaum • SAN
Triple Nickel Editor

The aforementioned arbitration ruling is available, in redacted form, on our website at TWU555.ORG->RESOURCES->ARBITRATION RULINGS for those that may be interested in reading more in depth accounts of how this language evolved and the issues that each side presented.

STATION REPRESENTATIVE OF THE QUARTER

4TH QUARTER 2018: Kevin Schmersal - DEN



L to R; Albert Barbosa, Abilio Villaverde, Kevin Schmersal, and Chuck Cerf

“Kevin Schmersal has been a very caring and helpful representative for the Denver Provo department. He constantly puts out good information about the contract and ways of avoiding negative discipline from management. Of all the representatives I’ve known so far, he is the most open and caring person. He also has a good working relationship with Management and was able to have some side letters made to improve conditions at work. We definitely think Kevin deserves the representative of the quarter!” - DEN Member

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