

Triple Nickel



NO. 4 • 2017

Cover: Breaking And Entering

After numerous months of the poster hanging in the Union board case, Management in SAN decided they were offended by its presence. So much so, that they decided breaking into it using a screwdriver while members looked on was the best course of action...

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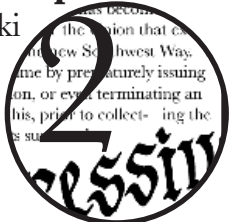
TRANSPORT WORKERS UNION LOCAL 555

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

BACK IN 1988, the Company published their mission statement, with the second sentence stating that they are committed to providing their employees with a stable work environment. If that mission statement were to reflect the actions of the Company today, it would read that “Southwest Airlines is committed to endangering the livelihood of each employee at every avenue possible”. It would further read that “The Company will spare no expense when actively seeking termination of the employee, if only just to prove that they were right”. It has become evident to everyone doing the work of the Union that excessive discipline has become the new Southwest Way. The Company wastes no time by prematurely issuing a write up, a suspension, or even terminating an employee. All of this, prior to collecting the facts surrounding the employees circumstance. When deal-

Excessive Discipline

ing with a company that likes to terminate first and ask questions later, one of the most effective means that we have to combat this oppressive strategy is to remain on guard at all times. I say “at all times”, because we have dealt with many terminations that involve incidents with our members off the clock.

The actions of our membership via social media, has created a new landscape. A landscape that has increased the amount of terminations we see due to an increasingly liable “Social Media” policy. Have you even read the policy lately? According to the policy, we all run the risk of a violation with anything that we might post. Brothers and Sisters, please understand that I do not agree with the policy, nor do I agree with the Company’s interpretation of their policy. When a policy, which is vague in nature, is combined with the excessive discipline that we are all used to, the result is the increase of our members losing their livelihood. Many times, over a simple post that was made on Facebook. Of course, this does not sound like a company that is committed to providing their employees with a “stable work envi-

ronment”. If the Company honestly believed this, they would have a more systematic approach to the education and training of our members on this asinine policy. Yet, because they intend on “shooting first and asking questions later”, their way of educating our members is by having a “click to continue” window on the website. Ultimately, this leaves us all with the job of educating our members. Part of remaining on guard 24 hours a day, 7 days a week, mean that we need to keep a close eye on each other when we interact in a virtual world. Understand, that I do not expect you to follow the accounts of each and every member in your station.

That would be completely unrealistic. However, there are many stations that have virtual “shift trade boards” and “un-

Discipline

groups”. The statements that are posted in these groups require discretion, and the active assistance of us all. Some agents in these groups will not hesitate to turn in screen shots to management for the slightest of reasons. Please understand that you are in the position to fix a problem before it turns into termination.

The subject of safety is yet another avenue that is actively used by “Labor Relations” to exercise excessive discipline. The Company will use the guise of “safety” to discipline our members for the most minor of infractions. It does not matter if you have all been doing the same thing for years, with management having knowledge of the practice. Actions that have been a past practice are now being treated as actions that endanger every passenger and employee throughout the system. When dealing with potential discipline from safety violations, it is imperative that we all follow the job instruction “by the book”. This means that we must remain vigilant in our “Five Principles of Safety” which are:

1. Protect Yourself
2. Protect Each Other
3. Protect Our Customers
4. Protect Our Aircraft
5. Protect Our Equipment

Following these principles grant us the ability to prevent potential discipline from being thrown at our members.

Yet another policy that our members are being disciplined for at an increasingly alarming rate is that of workplace violence. While we all can agree that workplace violence is never acceptable, the Company is expanding on this policy to include any interpretation of violence as a terminable offense. A prime example of the Company issuing out discipline without questioning, is a case from last year. In this circumstance, a ramp agent yelled to another agent working the bin, "Are you going to work faster, or do I have to get in there and kick your ass?". While I'm sure that most of us have said this, or something similar to this, the end result of this interaction was not a good one. After a week or so with the fact finding process, the representative that was handling the case at the local level had the agents in agreement with each other that there was never a physical threat. The agents agreed that it was nothing more than "shop talk"; a phrase to be used in the workplace. Both of the agents approached management to inform them that there was no concern, and that they both had no problem working with each other in the future. After all of that, the Company responded by terminating the offending employee. The day that the agent was terminated, his District Representative contacted Labor Relations regarding this case. Labor Relations responded that the agent would immediately get his job back. Take a moment to focus on this. It had only been a few hours from when the agent was terminated, to when the Company was telling us that the agent would be getting his job back. Now ask yourself, "Why would the company do this"? While I honestly wished that I had that answer, I do not. I can tell you that the agent did receive his job back, after the Company offered it back to him on a "Non and Non" basis meaning that the settlement would be "non precedent setting and non referable". The agent lost a week of work with no back pay, all because the Company toyed with his job. They dangled his job in front of him like a carrot on a stick, just to get the agent to agree to an unfair settlement. I urge us all to caution our members

"If that mission statement were to reflect the actions of the Company today, it would read that 'Southwest Airlines is committed to endangering the livelihood of each employee at every avenue possible'."

about what they do and say. While some would call this censorship; the reality is, that this is prevention. Prevention of an unjust termination that would endanger the quality of life that all of our members have fought for.

Brothers and Sisters, how do we combat these horrid tactics that the Company uses against us? We must remain on our guard, every moment of every day. When we see an agent complain online about the job, say

something to them privately.

Let the agent know that no matter the settings, the Company can always find a way to see what they posted. Inform the agent that the Company is watching what they all do online, just as they watch us while we are at work. When we see an agent who forgot to put on a seat belt, or left their vest in their locker, SAY SOME-

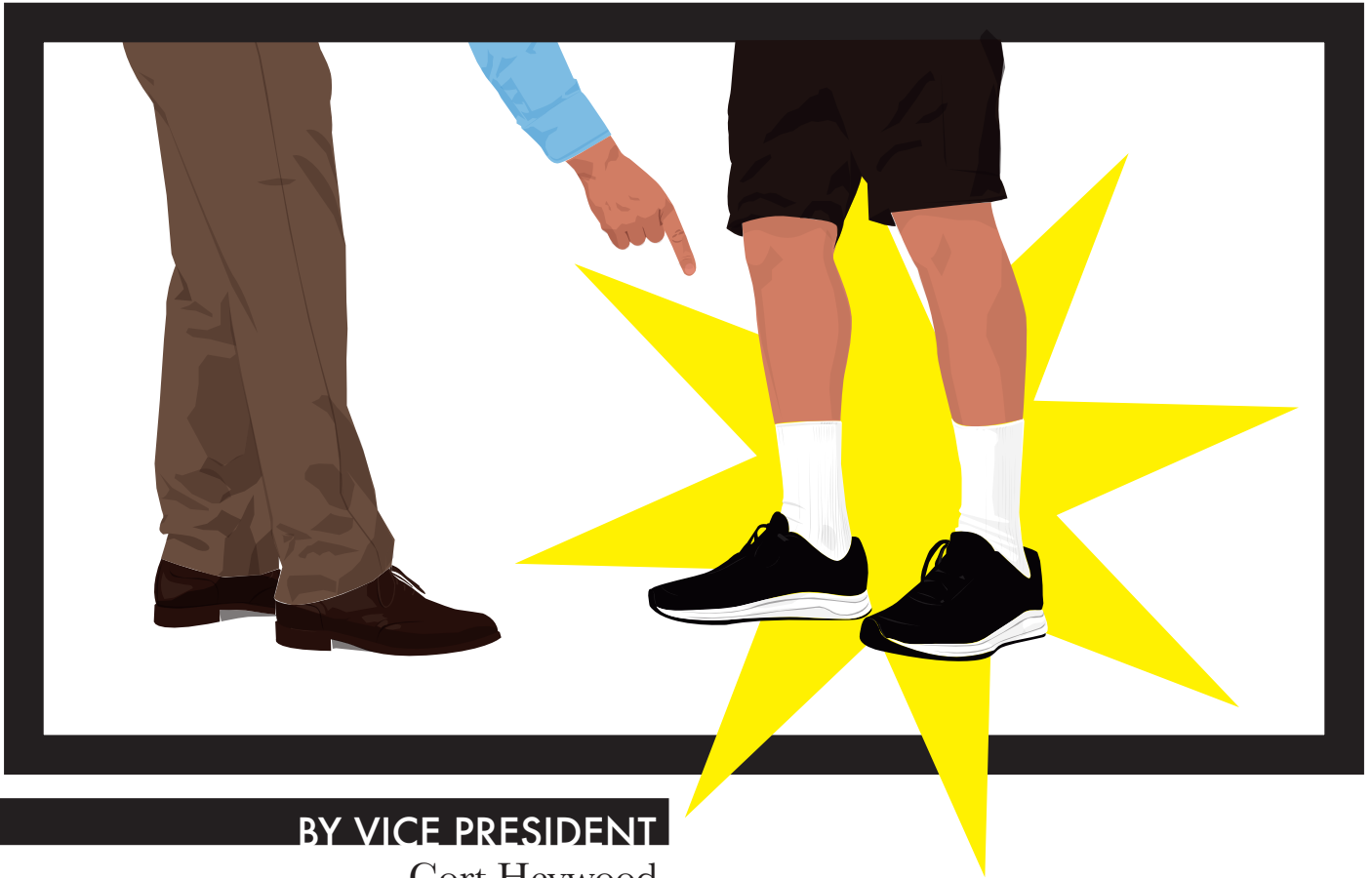
THING TO THE AGENT. Let them know that the Company is quick to throw excessive discipline for even the most minor of infractions. While this one infraction may just be a letter, that letter creates a paper trail that turns into termination. Treat it like you would attendance. It isn't the last point that gets an agent terminated for attendance, it is all the ones leading up to the last one.

I know this task is not an easy one. Nobody wants to be censored or told what to do. I understand that asking you all to remain on guard at all time is a monumental request. The hard truth, is that this vigilance is necessary in the environment that Southwest Airlines has created. While we are actively fighting the Company on these many fronts, the absolute best thing that we can do at the station level, is to protect each other. At the end of the day, that is why we are all here. To ensure the livelihood and prosperity of the members of TWU Local 555, OUR BROTHERS AND SISTERS!

Faternally,

Greg Puriski
President

ARE YOU WEARING **WHITE** SOCKS WITH THAT SHINY NEW UNIFORM?



BY VICE PRESIDENT
Cort Heywood

LATELY, THERE'S BEEN A LOT OF TALK ABOUT the extreme, and ridiculous, Company position when it comes to discipline and conforming to their standards. You've all recently heard my criticisms on the new uniforms and their policy, but there's more you should know in regards to how far the Company is pushing the absurdity. About two weeks prior to writing this article, I was informed that one of my co-workers during my time on the RNO ramp was opting to retire. This news in and of itself wasn't alarming, but the reasoning behind it was. This Union brother was a 37 year employee. He was on the first page of the seniority list. Obviously, he's done more than enough for himself and the Company to be ready to retire. Regarding the way it went down, nobody saw that coming. As I said before, Roger Gieger had given nearly four DECADES to Southwest Airlines. Following the implementation of the new uniforms, Roger came to work wearing white socks with his black shoes.



Roger Gieger, with a going away gift from his fellow members in RNO.

Apparently, according to local management in RNO, this is a violation of the new uniform policy.

Roger was approached by RNO ramp supervisors, who had been directed by station “leaders”, over his failure to comply with these “important” uniform standards. He was told that he was going to have

to go home to change his socks. Rather than deal with this ridiculous policy one minute more, Roger decided to hand his badges over and retire. Let that sink in for a moment. This

new policy, and its ridiculously rigid standards, were the straw that broke the camel’s back for a 37 year employee. Socks. Say that, out loud, to yourself.

“Socks.” Apparently, this is where the Company’s priorities are now. With socks.

“Socks. Say that, out loud, to yourself. ‘Socks.’ Apparently, this is where the Company’s priorities are now. With socks.”

And what did Roger get for 37 years, from the Company? I’m sure there’s probably a watch coming, but as of today, he has not received anything. A similarly tenured Ops Supervisor in RNO retired around the same time. Station leadership had a potluck for him and an off-site going away party. And for Roger?

He hasn’t even received a phone call from leadership following the submission of his retirement paperwork. Maybe they’ll call him eventually. I have personally asked Vice

President of Ground Operations Steve Goldberg to find a way to reach out to Roger. I hope, that by the time this goes to print, that someone will have made an effort to reach out to him. He certainly deserves it. Hopefully, the Company will learn a lesson from Roger. Their focus should be on honoring those who helped build this Company, and not on worrying over the kind of socks that are being worn on the ramp.



RNO supervisor in white socks and black shoes...not being sent home.

GROUP GRIEVANCES

BY VICE PRESIDENT

Cort Heywood

WE'VE HAD A BUSY COUPLE OF YEARS, recently at 555, and one thing that I think may have fallen through the cracks is updating the membership on the status of group grievances. Group grievances are filed whenever the Union sees the Company forcing a policy onto the membership, or a portion thereof, that conflicts with the negotiated language of the contract. Since early 2016, the Union has filed seven group grievances. I'd like to take this opportunity, to share with you all, the nature of the grievances and their current status or resolution.

2016

1. 5000/16. Also known as Aircraft Cleaning 2016. 5000/16 was filed on the premise that the Company was aware, during contract negotiations, that the Union intended to go back to the negotiated language that guaranteed the duty of cleaning aircraft for our members. When the Company didn't return the work, upon implementation of the new contract, the Union filed a

grievance. The Company made two defenses in response. 1) The grievance was not arbitrable under the legal concept of

Res Judicata (a matter already adjudicated - in this instance under a 2015 grievance in regards to aircraft cleaning), and, 2) That even if Res Judicata didn't apply, the grievance was untimely because it should have been filed within 10 days of the ratification vote. The Union prevailed before Arbitrator Daniel

"The Union prevailed before Arbitrator Daniel Jennings, who found the grievance to be arbitrable and timely filed, but the Company has sued to have that decision vacated. The parties are scheduled to hear the case in court in February of 2018."

Jennings, who found the grievance to be arbitrable and timely filed, but the Company has sued to have that decision vacated. The parties are scheduled to hear the case in court in February of 2018.

2. 5001/16. Also known as the 12 Day Rule arbitration. Within a month of the 2016 LEB elections, the Company randomly announced that they were changing the application of the 12 day rule within the CBA. They cited a 2012 arbitration, in which an agent leaned on the 12 day rule to prevent mandatory on their 7th day. In that case the agent had picked up their first day off two weeks in a row (in advance). When the agent was mandatoried for their 2nd day off, or 7th day out of 13 consecutive, the agent filed a grievance that they would be thereby forced to work more than 12 days since they'd picked up their first day off each week (which would make for a run of 13 consecutive days). The Arbitrator ruled that the 12 day rule only applied to mandatory AFTER at least 12 consecutive days in a row had been worked. She stated that the pick up on the 13th day couldn't be used to prevent mandatory on their 7th day. The Company attempted to use that language (from a 2013 grievance) so that if you picked up shift trades, on both days off (days 6 & 7), that they could mandatory you

on day 13 because they didn't require you to work days 6 & 7; you opted in to that. It just so happened that the 2016 grievance found its way to the same Arbitrator.

This time the

Arbitrator completely rejected the Company position and the Union was victorious in defending the 12 day rule.

3. 5002/16. Also known as Arbitrator Removal. Technically, the Company removed Arbitrator Daniel Jennings long before he heard the case for 5000/16.

The Union believed that the intent of the negotiated language was to have every single arbitrator hear at least one case before being removed from the panel. Unfortunately, a Company selected Arbitrator ruled that despite the intentions, the language only applied to replacement Arbitrators on the panel and not original Arbitrators on the panel. The grievance was denied.

2017

1. 5000/17. Also known as the Automatic Burning of California Protected Sick Leave and Kin Care. The Company began a practice, with California 555 agents, of automatically deducting any sick hours used out of employees' California sick bank. They went so far as to ignore negotiated rights like doctor's notes, early outs (NCOs) and FMLA in their attempts to combat the additional benefits of your California 555 brothers and sisters. The case was heard before Arbitrator John Barnard and is awaiting decision as this heads to print.

2. 5001/17. Also known as charging more than 8 hours of sick under California Sick cases. The Company called time frames, in an obvious delay and money burning tactic, and an individual's similarly themed grievance made its way to arbitration before we could hear this case. As a result, we withdrew the grievance without prejudice so that the individual's grievance will have the final say. That grievance was sustained at arbitration, but after the Company reached out to the Arbitrator to request that he "reconsider or stay" the ruling, he did just that pending official guidance from the DLSE (Division of Labor Standards Enforcement).

3. 5002/17. Also known as the New Uniform Policy grievance. The Union filed this grievance alleging several contractual violations in regards to uniforms. Some of the issues included lack of options for cold weather stations to receive their cold weather gear

without using their uniform allotment, lack of options for pregnant workers to receive their maternity gear without dipping into their allotment, failure to properly meet with the Union to ensure the member's purchasing power (in terms of allotment) since the new uniforms could be more expensive. We also addressed improper discipline given to members wearing the new uniform too early or the old too late. The Company settled this grievance and is negotiating actively with the Union in regards to the membership and its purchasing power.

4. 5003/17. Also known as the Operations Weight and Balance grievance. The Company has made a change in various software utilized throughout the business. Included in the changes was a scenario where pilots, as opposed to operations agents, calculate the weight and balance of flights. This is a direct violation of our contract. Upon filing the grievance, the Company almost immediately reached out in hopes of resolving the issue. At the time of my writing this article, the Union is still moving forward and has made clear our vehement opposition to the reduction of any of our protected job duties. The Union and Company met on July 6th to discuss the grievance, unfortunately, we were unable to resolve the issues at hand. The case is headed to system board and will be led by officers and grievance specialists.

We will update you all as these grievances find resolution. Thank you to all who have supported these grievances and stood tall in the face of these perceived violations. Another big thank you to all of the California Agents who have stood up for their contractual/state rights, and all of the operations agents who sent in information to get us started on protecting those job duties. Through fights like these, we are truly united and invincible.

OUT OF SIGHT, OUT OF MIND, OUT OF TOUCH.

BY EDITOR

Bryan Gaulle • BNA

ON JULY 19TH OF THIS YEAR, a letter was delivered to Gary Kelly, highlighting an alarming trend which all members of TWU Local 555 are subject to. This letter, authored by our own Local Executive Board along with the International President, Air Division Director, and Air Division International Rep/Admin V.P.; concisely describes the current amount of excessive discipline that our membership faces on a daily basis. This gross practice of excessive discipline has resulted in the terminations of 468 brothers and sisters in only the first six months of this year.

What we did receive is a response letter delivered to all employee email inboxes. The response was not penned by Gary Kelly, the intended recipient. Rather, the Senior Vice President of Ground Operations and Provisioning, Steve Goldberg, responded in a deplorable and disrespectful manner. The first sentence of his response states that our claims and concerns are lies. This is a very key point, considering that your TWU leadership provided the Company with facts based off of hard evidence, listing the actual amount of terminations and disciplinary actions. Mr. Goldberg states “raises claims that are simply not true”, and then fails to address those actual claims. If they were not true, wouldn’t he have listed how the claims are false?

He then chose to list how the Company has made incredibly substantial investments in our Ground Operations Team by adding additional positions, reducing mandatory overtime, and achieving “record-setting MBR performance”. None of these “investments” address any of the concerns that TWU stated, and can only be conceived as a measure of misdirection, attempting to displace the focus off of the current problem.

SG - “Growing our Ground Operations footprint across the system and adding 3,300 new Ground Ops positions since 2015. This is an increase of 31 percent.”

*Yes, they increased staffing system wide. They had to increase staffing due to the growing operation. Therefore, this “investment” is nothing more than a standard practice for any company who is attempting to grow past their current market share. And while they have hired 3,300 people in just 2 and a half years, the current rate of terminations we’ve seen so far this year would put us at close to 1,000 terminations for 2017 on a whole. The staffing model that he provided becomes nullified.

SG - “Reducing mandatory overtime every year since 2015, improving the quality of life for our Ground Ops Employees and their families”

*This is a flat out misdirection. Did Mr. Goldberg state how much they have reduced mandatory overtime? No he did not. While there are many stations that are void of any overtime whatsoever, please know that there are many stations where the 12-day rule is still coming into effect. How can you reduce mandatory overtime, when you are terminating agents at the rate of 1,000 per year?

SG - “Achieving Record-Setting MBR performance over the last 12 months. We are currently on track to meet our 2017 goals.”

*How is this even relevant to the subject of excessive discipline? This is nothing more than a goal created by the Company to increase productivity, and has absolutely nothing to do with the subject at hand. This statement is completely not needed, and proves that the Company does not care at all about our concerns.

Brothers and Sisters, understand that this response from the Company shows nothing more than utter apathy. They will happily disregard the concerns that we all struggle with on a daily basis, because they don’t see them. They created an entire department to handle discipline for them, and we know that department as Labor Relations. Through this practice, our concerns become out of sight, and out of mind. Proving that Southwest Airlines is completely out of touch with its very own employees.

STATION REPRESENTATIVE OF THE QUARTER

1ST QUARTER 2017: Ray Perez-Pitstick - SAN



L to R: SAN Representatives Jason Sonnabaum, Ray Perez-Pitstick, and Ricky Hobson.

“I wish to nominate Ray Perez-Pitstick for Station Representative of the Quarter for the first quarter of 2017. While some representatives may go above and beyond by conducting union business on their own time, Ray takes the role to a new level. I will use today as an example of his desire and dedication. While on a DAT day, he took time out to personally visit the offices of the City of San Diego with the intent of ensuring that the Company is following San Diego Sick Leave laws for the benefit of our local members. This action accurately defines Ray’s dedication to the membership. With our elected rep on leave with his new baby for the majority of the quarter and our other alternate often tending to union duties elsewhere, Ray was and is an invaluable asset in SAN. Despite local management’s consistently disrespectful behavior toward him, he continues to push and fight in the name of the membership. I respectfully request that Ray is given the appropriate consideration for the title of Station Representative of the Quarter as there is no one that is more deserving.” - SAN Member

PICNICS AND



STATION VISITS



AMERICA ONE?

BY VETERANS COMMITTEE CHAIR

Charlana Bilodeau • MHT

WE HAD AN ISSUE THAT WAS BROUGHT up recently in regards to active duty military and their drill weekends. We would like to make sure that our active military realize that USERRA laws allow them travel and rest time before they report to duty and before they

report back to civilian work. We would also like to make sure you are aware that this travel time is to be coded as military leave and NOT LWOP! The reason for this is because if it's coded as military leave, the hours are counted towards profit sharing, FMLA qualifying hours, your hours for calculating freedays, etc. If it's coded as LWOP, you lose all those benefits. Please double check with your station admin to ensure that these hours have been coded correctly, and that you have been paid the appropriate profit sharing for these and all of your military hours.

Have you noticed that we have added a few special-ty planes, such as the most recent one, dedicated to Shark Week to our fleet? We have also had aircraft such as the Beats plane, planes named after people,

the NBA plane, and even the Sports Illustrated Swim-suit Issue plane. Why is it that we can't have a military themed plane? Well, one reason we have been given time and time again is that our Company only paints planes with themes for our cities or states. Really? We are encouraging our members as well as members in the other unions to reach out and express your disappointment for not having a military themed plane yet. Our Company prides themselves on being military friendly and we have honor flights, military charters, and military remains flying on us but we seem to be unable to honor our military with something as simple as a yellow ribbon painted on just one plane? Let's make our voices heard, and encourage our members to do the same, so we can show our customers the support that our Company prides themselves on.

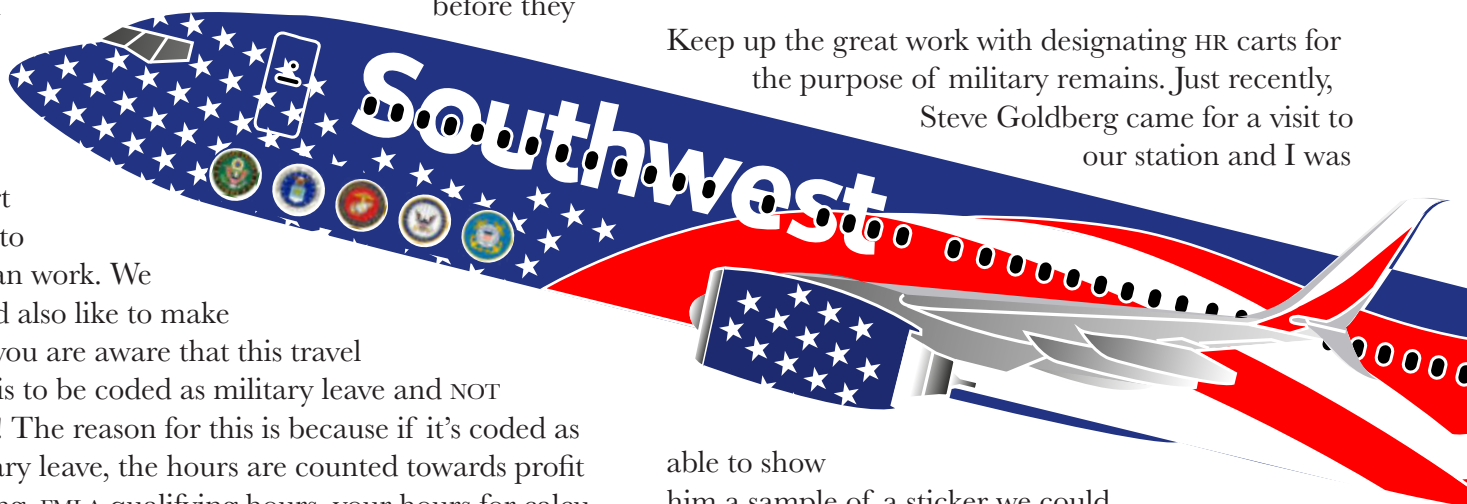
Keep up the great work with designating HR carts for the purpose of military remains. Just recently, Steve Goldberg came for a visit to our station and I was

able to show him a sample of a sticker we could place on the "box" used to ship these remains

"We would also like to make sure you are aware that this travel time is to be coded as military leave and NOT LWOP!"

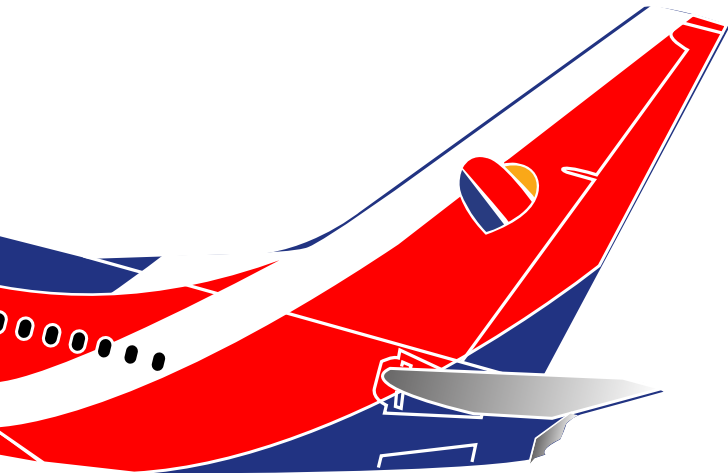
to assist our fellow co-workers be aware and prepared that the remains belong

to a military person. This way they will be prepared and know not to stack bags in front of the remains just in case there is an escort or color guard present along the journey. It will also help with all forms of communication in the event our leadership forgets to inform us of the military remains. We can then properly notify the operations agent who will have the opportunity to notify the crew. You never know who is flying with the military remains and it is nice if we can take that extra



step to ensure they receive the proper respect as well. We will continue to work with the Company to get a designated code to use on the bin slip for military remains.

Remember, we are veterans helping veterans and we are here for you no matter what. If you run into any issues, or just need to talk, the three of us are here to listen. We have among our work force a bunch of veterans willing to be “battle buddies.” Sometimes, making the first call or sending that first email can be challenging, but we do this because we support you. We want the best for you and encourage you to reach out if necessary. There is no judgement! We all signed the same line and all agreed to be brothers and sisters for life. We thank you for your service.



Check us out on Facebook:
TWU 555 Veterans Committee

MKE's military remains cart.



BREAKING ENTERING

IN WORKING ON number 2, we ended up with an odd area of blank conclusion of one of the articles. There was an idea I had had for a while to shed light on what the Company's primary use for cameras was. Discipline. This was the perfect opportunity with its title of, "They're always watching." I designed the image and ran it by the author of the article to ensure they approved of it accompanying their article, he did, and it was published. Soon after, I printed up an 8.5 x 11 of what I began to refer to as the "Spirit Camera" and placed a copy in our Union board case. Periodically, agents and members of management alike would chuckle at the message as it hung there month after month. Then, on May 19th of this year, in an apparent attempt to score points with Company officials outside of the station, one of our MROs sent the following email to the other ramp representatives and myself in addition to copying in all MROs and our "labor" manager with a photo of the Spirit Camera image in our case attached,

"Guys,
This is currently posted on your board in the break room. It is obviously sarcastic in nature and clearly meets the definition of derogatory in nature, which is a violation of Article 18. Please have it removed no later than noon tomorrow.
Thank you."

"One MRO, two supervisors, and a screwdriver put their heads together to break into the case and remove the now infamous poster that was 'tearing apart the morale in SAN'."

By Editor Jason Sonnabaum • SAN

After numerous months of the image hanging and it running in our newsletter, we were accused of violating Article 18. After consulting with a pair of LEB members, we informed local management that if they feel we are in violation of the cba, that they may file a Management Grievance.

"SECTION TWO MANAGEMENT GRIEVANCE

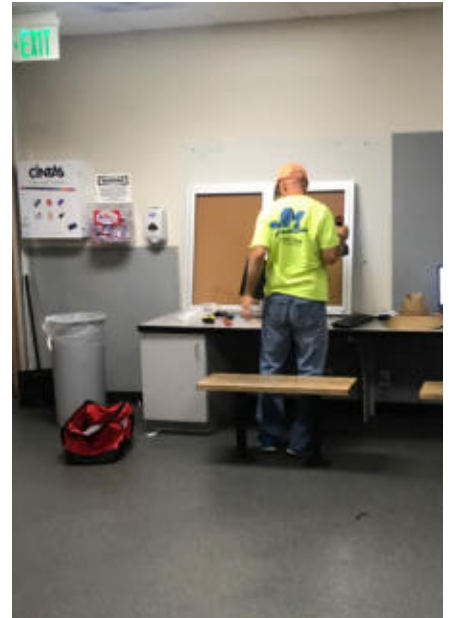
The Company has the right to file a grievance against the Union. Such grievance shall be proper when filed by the appropriate Vice President with the President of the Union, who shall provide a written answer within ten (10) working days. If the answer is unsatisfactory, the Company may appeal the grievance to the System Board of Adjustment within ten (10)

working days following receipt of the Union's answer. In the event of a deadlock or if the System Board of

Adjustment fails to render a timely decision, the grievance may be sent to arbitration, at the Company's option."

They did not take kindly to that, and stated they don't have to do that, but would instead just take it down themselves and that we can then file a grievance...just as soon as they found someone with the key. Unable to find a key and unwilling to wait, Management made the decision to vandalize their own property on the orders of the Labor Manager. One MRO, two Supervisors, and a screwdriver put their heads together to

break into the case and remove the now infamous poster that was “tearing apart the morale in SAN”. A member of management actually uttered those words. However, they only succeeded in mangling their own lock in view of a break room full of ramp agents. Something we would probably be terminated for. It was at this point that a meme was created and posted to significant popularity on our local’s facebook page. Station management informed us that the locks would be changed and we would not be given a key to the Union Board. A Maintenance Supervisor and an MRO then attempted to change the locks days later until one of our Representatives pointed it out to the members, “Look at what they are doing! They are censoring us!” The Maintenance Supervisor then realized the new locks “wouldn’t fit” and along with the MRO, retreated from the crowded break room. The next time,



they had learned their lesson, and contracted someone outside of management to replace the entire board at 3am. “We did it!”, they may have thought. “We don’t file grievances, we do what we please!” They may have said. Unfortunately for them, this new case is not as secure as one might desire, and someone was able to place the dastardly Spirit Camera into the board for all to see and remind every agent that passes it on the way to the ramp that they are on camera and it will be used to discipline...but don’t mind them, they are just looking for warrior spirit.



WHEN THE LUV HITS THE FAN

BY DISTRICT 4 REPRESENTATIVE

Tony Slavings

FIRST AND FOREMOST, for those of you that actually took the time to vote in this last election, THANK YOU. You guys are the ones that actually keep this Local running. For those that didn't vote, why? I've heard them all. I didn't get anything in the mail. I don't know any of the people running. I didn't know what this is or what that is. Give me a break. Whatever answer you come up with, short of being on vacation for a month, or a life emergency, I'm not buying it. Especially, when it involves money being taken out of your pay check. It takes two minutes, once you have your voting packet. Maybe five minutes, if you didn't get your voting packet. You don't have that much time? I guess I'm preaching to the choir here. The ones that didn't vote, obviously don't care enough to vote, so I'm sure they're not reading this. Damn shame.

For those of you that still believe in the LUV that this company has for you, let me tell you about our Brothers and Sisters in Nashville.

We had an accident that happened in T-point there. By accident, I mean, a sewage line broke, above a belt, that feeds our carousel.

Meanwhile, our Brothers and Sisters were being forced to throw these bags, wet with sewage, onto carts, taken out to planes, loaded up, and sent out. Guess where they were sent to. Your city. Want to guess who unloaded those bags? You did. You did and you didn't even know it. You feeling LUV'd now? Your manager


probably didn't even know. It wasn't because BNA management didn't notify DAL that it was happening. They did. This was the surprising part of my investigation into this. It sounds like, BNA management, (the same management team that has a beautifully written arbitration decision about them, likes to ignore the fact that a Supervisor takes swings at their employees, and issues more discipline than my two biggest cities combined), did try to make sure things were taken care of correctly. Someone in DAL decided to share the LUV in the form of sewage, with you, without you even knowing it. You probably thought it was raining in BNA that day. I know a couple of you did. I talked to you and that's what you told me. It was a nice day in BNA that day.

We had a big meeting in BNA with some managers from DAL. They flew up to BNA for the day so that Greg Puriski and myself could sit in there with about 10 agents in BNA. These agents went in there and did a fantastic job in relaying the issues in BNA to these upper managers. It was a very calm and productive meeting.

"We had an accident that happened in T-point there. By accident, I mean a sewage line broke, above a belt that feeds our carousel. Meanwhile, our Brothers and Sisters were being forced to throw these bags, wet with sewage, onto carts, taken out to planes, loaded up, and sent out."

I am CAUTIOUSLY optimistic that we are going to see a change for the better in BNA. It's not going to happen overnight. We all know that. But, I've had

some conversations with these managers since this incident, and they seem to be making an effort. Not too long after the first incident, it actually happened again. Had another sewer line break. We had, one agent in particular, who acted quickly and shut the belt down. That simple act really helped contain the problem. I've

An illustration showing a broken pipe at the top. A thick, brown liquid is leaking from the crack and falling into a dark, cylindrical container below. The pipe has several grey bands or seals. The background is white.

gotten several phone calls from BNA that make it sound like BNA management did everything they could to try and make the agents the top priority. They offered to let guys go home and change. Went out on the ramp and notified agents. Isolated all of the contaminated luggage to one area until they had a plan to deal with it. I saw at least one news story where they notified the public. I started getting phone calls from the regional manager at 5:49 in the morning when the incident happened. Management made sure we had notified the Local Representatives and even the Local Safety Representative. I have spoken with the Local Representatives and a few agents, and everyone seems to be happy with the way it was handled this time. I think this is a direct result of our agents in BNA coming in and having a very productive and professional meeting. I will also give credit where credit is due. My hat is off to the BNA management team for putting our people first. Like I said earlier, I'm CAUTIOUSLY optimistic. With that being said, keep in mind that this is in BNA. This isn't in every city. Most cities are status quo.

I talked to yet another agent a couple of days ago that couldn't believe a supervisor wrote him up. The supervisor laughed and joked with him about something he did at work. In fact, watched the agent do it, laughed while he was doing it, then found him later in the breakroom and told everyone about it as he was laughing. It was all fun and games until the Letter of Warning came out. Remember, those supervisors are not your friends. Not a single one of them. I don't care how long you've known them. When push comes to shove, and it's your job against theirs, YOU LOSE EVERY TIME. They aren't jumping on that grenade for you.

This company has LUV for you when they want to have LUV for you. When it's convenient for them. When it works for

them. They don't have LUV for you when you need it. When you have an accident at work. When you wear the wrong color of socks to work. When you're just having a bad day. None of that. Only when they can make a profit off of their image and their brand, do they have any LUV for any one of us. The only way any of this is going to change, is when you guys and gals, the membership, decide that you've had enough. How about you? Have you had your fill of LUV lately?

GETTING TOGETHER

BY DISTRICT 8 REPRESENTATIVE

Abilio Villaverde

OUR TWU INTERNATIONAL CONVENTION is being held in Las Vegas during the week of September 25-29. Congratulations to all the delegates that were selected.

As this is my first convention, I'm looking forward to working with the other locals, along with our delegates to create some positive change for all of us. Change is good and we need new leadership changes as well as some changes to the way we operate.

The voter turnout for the delegates and assessment were abysmal and with the assessment on the ballot, there should have been more people that voted. We all pay dues and have a right to vote and it's our responsibility to do that very thing.

It shouldn't take a potential raise in pay to vote on something. If you're able to vote on it, then it affects you one way

or another. Don't wait till the results are in to start complaining about it. We all need to be involved and not rely on a representative or another member to be interested in what's going on. Get involved in what's going in your station. Ask your Local Representative how you can help, whether it's joining the safety team, becoming an alternate or simply stepping up and

"The voter turnout for the delegates and assessment were abysmal and with the assessment on the ballot, there should have been more people that voted."

Peoria, Arizona. Take a look at the poster on the back cover of this newsletter to view more details on this event. This tournament will be for 555 members only, unlike the Company tournaments I have seen, and yes, we will verify all players. We will have a couple of tournaments next year in different cities as well, and I hope this is the start of doing things together. I see too much infighting all around this local and we can't move forward unless that stops. We don't have to forget the past but we can move on to decide what the future holds for Local 555.

The Denver Picnic was another success this year. We had many stations represented from BUF, BWI, FLL, SAT, and SAN there and I would love to see even

more next year. To see members come that far and from that many stations is amazing and I hope it gets bigger and bigger each year. By the time you read this article, we will have had a Northern

California picnic in SFO and a PDX picnic as well. I can't say this enough that doing more of these things brings us together. You see people in a different light when they are not in their work clothes and their kids are playing with your kids. Stuff like that will make us stronger versus some people getting together at a bar after work. In closing, if we are together there is

- There were 12561 eligible voters, of which 1384 cast a ballot, representing 11.0% of the eligible voters.
- Of the 1384 ballots cast, 635 (45.9%) were by phone, and 749 (54.1%) were by web.
- There were 0 ballots cast in which the voter did not make a selection.

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.

We are having a TWU 555 Softball Tournament on October 11th at Rio Vista Community Park in

nothing that we can't accomplish. Let's put aside our differences and focus on the positive things we can do. Check our website, www.twu555.org, as often as you can as it has valuable information and should be checked regularly.

Every member is the Union, and we are 555!

THE IMPORTANCE OF CONTRACT LANGUAGE

BY DISTRICT 5 REPRESENTATIVE

John Spencer

the Arbitrator ruled in the Company's favor because of the language "full knowledge". So technically, the Company now has an extra day due to the way the language in our contract is written.

As I sit here and write this article, we received another ruling. This time, the Arbitrator ruled in the Union's favor. It was Arbitrated back in February by District 6 Representative Tyler Cluff and myself. We also had help from Grievance Specialists Jerry McCrummen and Brian Smith. The Company took a stance, that if you were bypassed, and any part of those hours would have been double-time, that since you did not work

it, they did not have to pay you the double time. Such a ludicrous argument. In this case, this agent was bypassed for overtime,

and had the agent been awarded the OT assignment, he would have worked 6 hours OT and 2 hours DT. The Company agreed they bypassed this agent, and only offered to pay him 6 hours of OT. The Union said no, and took this simple bypass grievance to Arbitration. The Union made the argument that the past practice of resolving OT bypass issues was that the Company pays out double-time when it is applicable had the agent been properly awarded the OT assignment. The Company lost that argument, and if you are bypassed, you are owed the applicable rate of pay.


"So technically, the Company now has an extra day due to the way the language in our contract is written."

RECENTLY, I HAD A MEMBER FILE A GRIEVANCE because the company issued an attendance discipline letter on the sixth day. The grievance went through the motions. We held a system board, and on March 8, Jerry McCrummen and myself took this grievance to Arbitration. The Union argued that the contract states the Company has 5 working days to issue discipline letters. We showed many examples of past practice, where letters were issued within the 5 days, and examples of letters issued outside of those 5 days that were thrown out due to time frame violations. The Company has apparently changed their stance and decided to get more. Article 20, Paragraph H speaks to this issue and states "Letters of warning or reprimand not involving loss of pay or discharge shall be issued no later than five (5) working days from the time the Company has full knowledge of the incident." The Company argued that the employee can bring in a doctor's note at any time on their first day back, therefore, they do not have "full knowledge" of whether the attendance infraction will warrant a point or not. If an employee works 0500-1330 the employee can bring a doctor's note up until 2359 that day. The Union also showed examples of the Company issuing letters before an employee ever returned from an illness which demonstrates that the Company does issue letters before they have "full knowledge". We also showed the Arbitrator a letter sent to station management from HDQ stating that letters need to be issued to employees in a timely manner. With that said, we recently received the Arbitration ruling and

AWARD

The Grievance is denied. The Company did not have full knowledge concerning the incident. Grievant's reported absence for illness, until the day expired on which he was permitted to furnish a doctor statement excusing his absence. The LOI, and associated point assessment issued on November 8, was issued within the time frame required by the Collective Bargaining Agreement. Pursuant to Article Twenty, Section 1, C, the cost of arbitration shall be borne by the Union.

Dated May 18, 2017

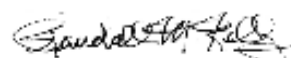

Arthur T. Voss
Arbitrator

AWARD

I, the undersigned, to whom was submitted a certain issue between the parties hereto, having duly heard the proofs and allegations and after due consideration, do hereby award as follows:

1. For the reasons set forth herein, I find that double time pay can be the appropriate remedy for an overtime bypass when the affected employee was available to work the overtime and would have been entitled to double time pay and the Grievant and the Union do not agree to accept a lesser remedy; and
2. The grievance is sustained.

Signed this 21st day of July, 2017



Randall M. Kelly
Arbitrator

SEWAGE GATE 2017

BY EDITOR

Bryan Gaulle • BNA

BROTHERS AND SISTERS, I was going to use this editorial space to completely annihilate the Company for how they handled a situation in BNA on June 1st, of this year. A situation involving T-Point, a sewage leak, and an abysmal response that risked the safety and health of agents and passengers system-wide. The sad reality is that we are all too familiar with corporate cover-ups, OSHA investigations, and frequent systematic failures. Please understand, that while I do consider the entire circumstance incredibly important to all of us who work in Ground Operations, I felt that what happened in the weeks following to be more eye-opening.

Weeks after the initial incident, the fallout of a biological disaster was still felt by the majority of agents at the station. Little did we know that our own LEB had been persistently reaching out to the Company, to answer for what had happened. The Company finally agreed to meet at the station, and I found myself questioning what lies they were going to attempt to feed us. The Company lies and, I'm used to that, considering that just a few weeks prior they were saying that the sewage I was exposed to, was nothing more than "freshwater". I prepared to argue every lie they could conceivably spout, but I was not prepared for what happened.

The day of the meeting, TWU Local 555 President Greg Puriski, District 4 Representative Tony Slavings, Safety and Health Committee Chairperson Karl Mager, myself along with the other agents who had shared the contamination and two Senior Ground Operations Directors met in a conference room in BNA. What happened in that meeting was nothing short of jaw dropping. All of the agents were able to

work towards a common goal, and provide the Company with undeniable facts. The meeting had started out as an investigation into what is now being dubbed "Sewage Gate", and ended up being a discussion that exposed how the Company truly treats its employees at BNA. The Company representatives listened, took notes, and reassured the agents present. After the meeting had concluded, we escorted the Senior Directors to the site of the incident, further disproving the claims that the Company had initially made. They (the Senior Directors) took it upon themselves to meet with the agents working in the area that afternoon, and give them an appropriate introduction complimented with additional reassurance. The meeting concluded, and I left confident in the fact that the Company realized that they still had much more clean up to go. In the days that followed, we were all looking for the knee-jerk reaction from the Company. How would they respond? What would they do?

"The Company lies, and I'm used to that, considering that just a few weeks prior they were saying that the sewage I was exposed to was nothing more than 'freshwater'."

Who would they hold responsible? Realistically, that is what we all were expecting, when you consider that the source of our problems began with the knee-jerk

reaction that the Company first exhibited when sewage started raining down from the ceiling.

The days that followed turned to weeks, and then a month. We had heard nothing. Sure, the managers and supervisors were playing nice, but that is what happens when you get caught. We expected that, just as we still expect it to go away after a few months. Then, on August 3rd, it happened again. The same pipe started to leak. That familiar, fetid stench, crept throughout our T-Point once again. Our agents immediately stopped the belt, which in hindsight, kept the exposure to a minimum. When the managers

SCHOLARSHIPS; NEW STYLE.

BY RECORDING SECRETARY

Angela Kasse • EWR

arrived in the area, they did not order the agents back to their positions the way they had just two months prior. They did not demand that we clear the belt and get our originators out on time. They did not keep us from seeking medical treatment if we chose to. The Company had finally listened.

Instead of being met with arguments, the agents were met with agreement. Affected items and areas were quarantined until a contract company was able to clean the spill appropriately. The priority on that day was not MBR performance or pushing originators early, the priority was the safety of the agents working that day. This was proven even further when the managers wanted to switch back over to the affected belt, and would not do so until the agents were informed and reassured with physical proof that the whole belt system had been sterilized.

Brothers and Sisters, I ask that you not misinterpret this article or my opinion. While I am not optimistic when it comes to the Company changing their approach, I am more than open to the possibility of moving forward. The BNA management staff have proven that change is possible, yet it only happened because of the TWU Local 555 members who chose to make it happen. During a time when the Company wishes to divide us, and watch us fight amongst ourselves, the agents at BNA were able to put their individual concerns aside and fight towards a common goal. These agents approached the Company with professionalism, ferocity, and with the intent to improve working conditions for members system wide. Quite frankly, now is the time that we should put our petty differences aside and band together. Even with the Company terminating members at an alarming rate, our local is larger now than it ever has been. It is time to stand together, just as the agents at BNA did, and tell the company, "We will not be shit on".

THIS YEAR, THE BOARD DECIDED to introduce a new style to the scholarship application process. In the past, scholarship winners were selected at random. This meant that names were simply drawn out of a hat. This year, we decided to add a requirement; applicants had to write an essay about an approved historic event in labor history. This was done to ensure that applicants gained knowledge of the impact that labor unions have had on our rights as workers. We wanted them to realize that without these events, we would not have the benefits we have today. This includes OSHA regulations, the eight hour work day, overtime pay, child labor laws and many more. I'm more than pleased to announce that we received several applications and a winner from each district was selected based on their essays.

(Scholarship winners included on the following pages)

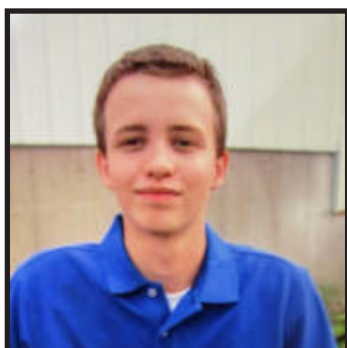
New Hires; Few Are Making The Cut!

More than 50% of new hires are not passing probation. I've been meeting with the new hire classes for over a year now, and I encourage them to introduce themselves to the station reps and to call me with questions or concerns when they report back to their stations. There are a few items I would like to point out here. Training in Dallas is not the same as it used to be. We all know that the Company is not the same as it used to be. I feel many of these new hires are not receiving the attention or training that new hires used to receive. This Company is more concerned about numbers, not people. In some cases, the Company has even offered some "sign on" bonuses, but then refused to give it to them. As a union, we need to start mentoring our new hires and helping them understand the rules and the contract. These are our future union brothers and sisters and they deserve to be treated like people, not just a number.

2017 TWU LOCAL 555 SCHOLARSHIP WINNERS

Thomas Dutra • District One Dependent of Daniel Dutra • MHT

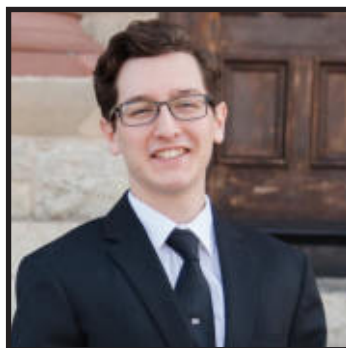
My name is Tommy Dutra and I recently graduated from Londonderry High School in New Hampshire. I am the son of ramp agent and 555 member Dan Dutra, and am very honored to receive this scholarship.



I will be attending Wheaton College in Norton, Massachusetts this upcoming fall, and will be majoring in business management. Some of my personal interests include playing sports and hanging out with friends. I'm very eager for the opportunity to pursue my goals in college, and am excited to see what lies ahead. Thank you TWU 555!

Cameron Cerf • District Five Dependent of Charles Cerf • HRL

Cameron Cerf will be entering his fourth and final year at the University of North Texas, earning two Bachelor of Arts degrees in media arts and political science, and will continue to serve in multiple leadership positions. Son of 35 year agent and former President of Local 555 Charles Cerf, Cameron has long been inspired by the work of his father and the Transport Workers Union and is focused on improving the working conditions, welfare, and civil rights of the country's labor force. Pursuing a law degree, Cameron has his eyes set on appellate advocacy and public service in order to seek progress for, and defend the equity and liberty of, the American worker.



Bryan Reller • District Two Member • ISP

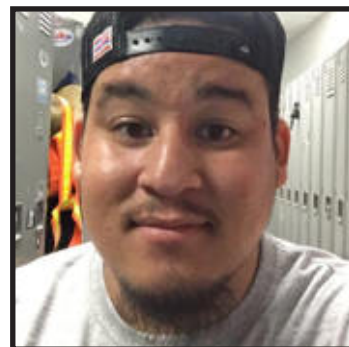
Bryan Reller is 24 years old and lives in Kings Park, New York. He is currently pursuing his airframe and powerplant license at Western Suffolk Boces in Farmingdale, New York. Bryan has been a ramp agent and 555 member for two



years, and is stationed at Islip MacArthur Airport. He enjoys learning about the aerospace industry, and hopes to continue his education to become an aircraft maintenance technician in the future.

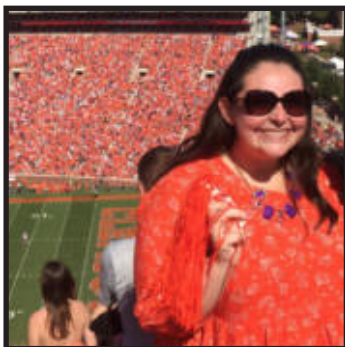
Chris Hicks • District Six Member • SAN

I am honored to have won the scholarship given to me by TWU 555. Everything helps, so this will help me with my studies and completion in receiving my bachelor's degree. I attend San Diego State University and will be finishing up this coming fall semester, majoring in sociology, and minoring in religious studies. I plan on using this degree in pursuing a career in law enforcement in the Department of Homeland Security. I coach and mentor youth football in the inner city of San Diego, where they can develop their athletic skills and stay out of trouble. When I am not working or studying, I love to travel, sing, and grill steaks. I am forever grateful for our Union which does so much for its members and often times goes unnoticed. I am blessed and again grateful for being 2017's District 6 scholarship recipient. Thank you.



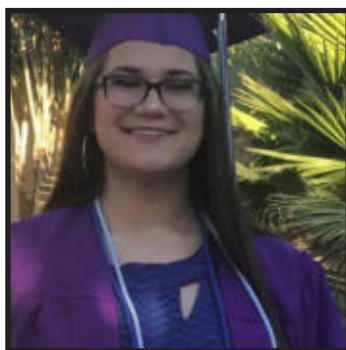
Nicole Vanick • District Three
Dependent of Arthur Vanick • MDW

My name is Nicole Vanick and I was born and raised in Chicago. I am currently studying Accounting at my dream school, home of the 2016 National Football Champions, Clemson University. Watching the Tigers take down Alabama to win the National Championship, during my freshman year, was one of the most memorable and exciting experiences I've ever been a part of! At Clemson, I am involved in the Professional Business Fraternity, Delta Sigma Pi, and TigerPaw Productions. This fall I cannot wait to return to Tiger Town to continue my studies and get even more involved in extracurricular activities. In the spring, I'm planning on taking the opportunity to study abroad. Thank you TWU 555 for helping me further my academics. Go Tigers!



Amanda Krupa • District Seven
Dependent of Thomas Krupa • LAS

My name is Amanda Krupa. I'm 18 years old and just graduated from Silverado High School. I plan on going to the College of Southern Nevada to get my degree in secondary education for history, so I can later become a high school teacher.



Megan Bunce • District Four
Daughter of Thomas Bunce • STL

Hi, my name is Megan Bunce. I am from Godfrey, IL. I graduated from Marquette Catholic School with a GPA over 3.8. I will attend the University of Missouri in the fall and study rehabilitation science going in to physical therapy. I hope one day to become a certified trainer. In my spare time I enjoy playing sports and hanging out with my family and friends. My father is a ramp agent working in St. Louis.



Kjersten Sorensen • District Eight
Dependent of Timothy Sorensen • SLC

I am Kjersten Sorensen, a 2017 graduate from Providence Hall High School and will be attending Utah Valley University this fall. I plan on majoring in digital cinema so that I can gain opportunities to bring stories to the screen.



In school, I participated with the theatre group and travelled the state to perform and compete on stage. I was selected as my school's Sterling Scholar in Technical Sciences. I lettered two years in golf and was fortunate to be on the team that won my school's first ever regional championship, in addition to achieving an academic letter during my senior year of high school. I had the opportunity to be part of my school's seminary council and helped bring youth together to participate in before and after school activities. When I'm not busy with academic work, I find myself playing video games, outside playing golf with my Dad, or spending time with my Sisters.

CAUSE AND EFFECT

BY DISTRICT 6 REPRESENTATIVE

Tyler Cluff

I REMEMBER LEARNING ABOUT CAUSE AND EFFECT in school many years ago. The idea of cause and effect can be applied in many different mediums.

In science, in math, in economics, in politics, and I am sure in many other areas as well. It is a simple idea really. You cause an action and you get a reactionary effect. Likewise, you cause a certain behavior to happen on a consistent basis, the reactionary effect is people will

learn to adapt to that behavior, good or bad. One such example is Colonel Joshua Lawrence Chamberlain, of the 20th Maine Infantry.

Due to his stalwart stance of the importance of the Union's cause during the Civil War, the men under his command gained a level of respect that is quite remarkable. Colonel Chamberlain is best known for his actions during the pivotal Battle of Gettysburg. Understanding the importance of his position to defend on the battle field, when his men were almost out of ammunition, he ordered a bayonet charge against a relentless Confederate regiment. His men followed his orders exactly and the bravery of Colonel Chamberlain and his men were a big reason the Battle of Gettysburg became the turning point in the war that it was. One question to ask after that brief history lesson... How many of you would follow your "leaders" into battle? How many of you would put any real trust into your supervisors, managers, and senior company leaders?

I remember way back in the glory days of this Company, oil prices were sky high as the first Gulf War was happening in the early 1990s. Herb called for the "bayonet" charge and asked for donations from the employees to help pay for the fuel to keep the planes in the air. The donations poured into the Company from the employees. How many of you would do the same if you were asked to do it

today? When the "cause" is telling new hires that the Company will pay you a \$1500 bonus after 6 months of service and another \$1500 bonus after 12 months of service, and then when the agents reach their 12 months of service, the company says, "Never mind, we are canceling this program", the "effect" is a group of employees who will never trust their leaders again.

"How can Gary Kelly expect Southwest to be the most beloved airline, when the employees cannot even trust what he says?"

The Union actually reached out to senior leadership to ask why they decided to pull the rug out from under the new hires with this bonus program, and one Senior VP responded by saying, "since the pay

expectation of every new hire was higher due to the contract ratification, we decided to cancel the new hire bonus program." Their exact explanation was that the 422 new hires that were offered the bonus program actually received an average of \$995 more over the course of the 12 months due to the higher wages that were negotiated that the company felt justified in denying the second payment of \$1500 to these new hires employees. That very Senior VP said of the Company's decision to cancel the bonus program due to the extra \$995 the employees received, "That feels like the Southwest that I grew up with." When the "cause" is pulling out a calculator to make decisions about the livelihood of your employees that are counting on the Company to keep their word, the "effect" is a group of employees that will never trust the leaders again, and don't have any faith in the Company. They will have no motivation to go the extra mile. How does Gary Kelly expect this airline to be the most beloved airline when his own employees cannot even trust the things that he says?

When the "cause" is disciplining agents for every little tiny thing instead of just talking to the agent, the "effect" is a bitter work force that will not support its leaders. I can't tell you how many times I had a supervisor tell me after I did something stupid, or

made a simple mistake, “Tyler, don’t do that again.” Guess what? Because of the respect I had for that Supervisor, I never did that again. The Supervisor that I speak of was a hard worker, and had the respect of all the ramp agents in PHX, and every agent who was under his supervision actually worked a little harder. I can most assuredly say that there would be many agents in PHX that would have followed this supervisor into battle. Sadly, that Supervisor is long gone from Southwest. He was fired for calling out another Supervisor (a much more junior supervisor) for not doing his job. The “cause,” was the Company fired a well respected, hard working Supervisor. The “effect,” was the faith in the Company for all the PHX employees dropped considerably.

The “cause,” is the Company under-staffs a station and has excessive mandatory overtime as the Company at the same time tries to increase the number of flights. The “effect” is agents get tired and sick. Call-ins and injuries go up, especially during holidays. Again, the “effect” is a workforce that feels little faith, if any, in the leadership. Perhaps if you knew you had the full support of your supervisors and managers, and you did not come into work wondering what you will be written up for today, you might be more willing to come into work on a holiday when you are not 100%.

The “cause” is a Company that launches a whole new software system. The “effect” is the employees have to work a little harder to learn a new system and adapt to the changes. That is not really the problem other than the Company does not acknowledge the extra work their employees have put in. The problem comes when the “cause” is the new system does not function properly, and the “effect” is the Company puts the blame on the agents when reservations disappear, or a passenger gets on the wrong flight but the boarding scanner accepts the boarding pass, or all the necessary flight information is not available and the paperwork then has a mistake due to the incomplete information.

I have several grievances for discipline to agents that mostly deal with flaws in the new system. Again, the “effect” is a work group that feels like the leaders who once supported them are now trying to discipline them for every little thing they can find.

Years ago, every employee received a book in the mail from the company titled, “Don’t sweat the small stuff.” Perhaps the Company can redistribute that book out to all of their current leaders, because it seems that the Company forgot how to take “the small stuff” and actually teach and supervise, without discipline or threats, to gain respect and faith from the very people who move this airline. Every pay day, as you look at your pay stub, we have the reminder that our pay checks are made possible by the customers of Southwest. That is always a good reminder to every front line employee. I would propose to the Company that every supervisor and manager have something different on their checks that says, “This deposit was made possible by every front line employee working under you who take care of our customers.” Perhaps that pay day reminder would help them remember where their pay checks really come from. Perhaps that “cause” might have an “effect” of a stronger, happier work force because they are reminded every 5th and 20th of the real source of their income. By not doing something like that, the following story might be the “effect” more and more often...

A little while ago, on my way home from work, my wife asked me to stop by the store to grab a few things. As I was checking out, another person noticed my Southwest uniform and said, “You work for Southwest? I heard that is an awesome company to work for. Do you like working there?” I had to put my head down in shame as I said, “It used to be. They are just like any other job now. The numbers mean more than the people.”

TRANSPORT WORKERS UNION LOCAL 555
FIRST ANNUAL MEMBERSHIP SOFTBALL TOURNAMENT

OCTOBER 11TH, 2017

RIO VISTA COMMUNITY PARK

8866 W Thunderbird Rd, Peoria, AZ 85381

555 MEMBERS ONLY



800 - 1600. \$250 PER TEAM. ANY SURPLUS WILL BE REFUNDED. TROPHY AND SHIRTS FOR CHAMPIONS
TEAM CAPTAINS MUST SUBMIT PAYMENT AND ROSTERS WITH TEAM NAME AND EMPLOYEE NUMBERS
AT LEAST ONE WEEK PRIOR TO THE EVENT AND ALL PLAYERS WILL NEED TO HAVE COMPANY BADGES
ON HAND TO CHECK AGAINST SUBMITTED ROSTERS. ANY QUESTIONS YOU HAVE CAN BE DIRECTED
TO DISTRICT 8 REPRESENTATIVE ABILIO VILLAYERDE AT A.VILLAYERDE@TWU555.ORG OR 720-393-9624