



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

8787 N. Stemmons Frwy.
Suite 600
Dallas, TX 75247
Phone: 800-969-7932
Fax: 214-357-9870
www.twu556.org

In 2018, our Contract became amendable. We explained then that Southwest Airlines Flight Attendants had been struggling with issues that were severely impacting their quality of life. This included ground time obligations, reserve exhaustion, and availability of food, hotels and even transportation. Add to that long hold times for scheduling, ground time, rescheduling, IROPs – overall, unacceptable working conditions. Then, the pandemic worsened the lives of the already overworked and undervalued Southwest Flight Attendants. Never before in the history of Southwest Airlines had Flight Attendants' working conditions deteriorated so rapidly – creating a loss of spirit. Flight Attendants are more dispirited than ever in the Company's history. They need resolution and can wait no longer.

The pandemic stunted the discussions we needed to have here at the table. Instead, our time was spent surviving the threats of debilitating pay cuts, job losses, and voluntary leave provisions (which were ignored), to name a few. Requests and demands of Flight Attendants from Management, to what we knew were temporary profit losses, left permanent scars on the Flight Attendant workgroup.

That is why over the next few days, this TWU Local 556 Negotiating Committee is presenting you with the remaining articles in a comprehensive plan for moving forward with a new Contract. Operating during the pandemic highlighted problems never experienced before, and we include solutions using the firsthand knowledge we have learned. Throughout it all, we have stayed in contact with Flight Attendants through surveys, interactive webinars, professionally led focus groups, investigating grievances, and by taking member input. We have engaged in solution-seeking whiteboard sessions with your teams and have been educated on the Crew Scheduling's systems, including SkySolver. Southwest and TWU Local 556 have a proven history that when we come to the table and work together, we can create industry-leading solutions that work for everyone.

Our intention is to have a deal ratified by this summer, so we have created a proposal that gives management all the tools to get the deal done. Now, it's time for Southwest Flight Attendants to be taken care of as they have been taking care of the Company and its Customers through troublesome times.

The pandemic exacerbated the multitude of issues that have plagued Flight Attendants for far too long. However, it's important to note that the pandemic did not create them, only advanced them to an intolerable level. A career as a Flight Attendant has become physically exhausting, mentally challenging --- even threatening, as we have been assaulted and attacked at a rate of incidence that has increased 2,000%. Operational mishaps and technology shortcomings occur often – far too often. Flight Attendants are often stranded alongside Southwest Customers without information.

Still, we soldiered on: Since March of 2020, Southwest Flight Attendants did and continue to do whatever it takes to ensure Southwest Airlines success, even at their own peril. Southwest Flight Attendants worked on the frontlines of aviation when the rest of the world went home to be safe. At the onset, Southwest leaders scrambled, and Southwest Flight Attendants begged for proper protective equipment and protection for their personal health and safety. Flight Attendants were pushed to the limit with constant policy changes, COVID protocols, unruly passengers, required

mask-wearing, unnecessary job loss threats and notices, massive scheduling rebids and redo's, self-health declarations, requirements to see an unknown medical provider when sick, fears of COVID transmission, required vaccination or termination demands, pay cut requests and unfair treatment versus other workgroups.

Flight Attendants were punished for being sick or injured by being robbed of their ability to use their contractual provisions for sick calls as Management enacted antiquated Emergency Sick call procedures over and over -- procedures that encouraged people to report for work in the middle of a contagious virus and while a self-health declaration was in place.

While Flight Attendants were in the midst of enduring these continual challenges, Southwest Airlines was awarded.

On February 9, 2021, Southwest Airlines celebrated again being named one of *Forbes'* 2021 America's Best Employers. The Dallas-based carrier ranked among the top 100 companies in the Large Employer category in the sixth year Southwest made the list.

"We are grateful for this honor, which would not be possible without our People," said Julie Weber, Vice President and Chief People Officer. "Being recognized as one of 'America's Best Employers' demonstrates our 50-year commitment of putting our People first and offering best-in-class Hospitality and Customer Service to our Employees and Customers."

And yet, the experience of the Flight Attendant is in stark contrast to what would be considered award-winning treatment of a Company's People.

We do our jobs with safety first and foremost, and with the expectation that our award-winning company will create for us the kind of safe and healthy working conditions that will respect us as human beings with needs for basic things like food, shelter, a living wage, rest, and the ability be with and care for our families.

We have worked through the constant changes during the many stages of the pandemic and now as Southwest Airlines adds destinations, airplanes, and capacity, both profits and passengers have returned. We are ramping up to offer Southwest Customers the unique experience that only Southwest Flight Attendants can offer. We need the proposed improvements to instill trust in our corporate leadership and make the job enjoyable again.

This proposal includes:

- Prioritization of safety and security
- Modernization of the antiquated reserve system and an end to the exhausting 24 hour on call requirement
- Improved communication tools for use between Crew Scheduling and Flight Attendants to alleviate the need to contact scheduling which should help alleviate with long scheduling hold times
- An increase in A pay for the first time since 1982.
- Premium pay to properly compensate Flight Attendants for the arduous Reschedule havoc they endure when workdays are toughest
- Ground time pay
- A commitment to keep health insurance longer and ensure those injured in the line of duty maintain health benefits without being financially crippled
- Solidified grievance procedures to improve relationships with labor and management

- The ability to retire, so that talented individuals can make life-long careers at the carrier they love, and provide for their families.
- Provisions that will alleviate the stress and strains of common occurrences during irregular operations
- Industry-leading pay to get and keep the best talent to maintain the highest safety standards, and deliver top notch Customer service, setting Southwest Airlines apart from the competition.

Our proposal sets the standard Southwest Flight Attendants must see. We have set the standards to enhance the Southwest Standards of Excellence to truly be the People-first airline that Forbes and other executives have committed it to be.

As newly appointed CEO Bob Jordan has said, “the focus will be back to basics,” “Focus on our People and our Culture,” and “Our People are to our advantage.” We agree and reiterate that advantages of a happy workgroup are essential to Southwest’s success.

And that is why this offer is good for the Company because it will do just that: Focus on the frontline workers, “our people”, Aviation’s First Responders, Southwest ambassadors, and icons of hospitality. As the airline expands to new cities, new countries, and increases the aircraft fleet, Southwest Airlines Flight Attendants are crucial to the success operationally, financially and in the Southwest spirit of brand promise.

The time for change is long past. Let’s get this done.