



TRANSPORT WORKERS UNION LOCAL 555

REPRESENTING THE RAMP, OPERATIONS, PROVISIONING, AND FREIGHT AGENTS OF SOUTHWEST AIRLINES
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July 3, 2025

Brothers and Sisters,

A Group Grievance has been filed on behalf of the TWU Local 555 membership over the Company's use of the Gate Optimization Assignment Tool. It is our contention that the implementation of this "tool" is a backdoor to assign job duties covered under Article Two – Scope of the Agreement and Article Five – Classifications to employees outside our workgroup.

Since the roll-out of this program, we have received feedback from the membership stating the chaotic nature of the product's launch, the hardship put upon our members, and a less than desirable experience for the paying passengers of Southwest Airlines.

Our Local will always maintain that taking job duties out of human hands and placing them into the uncertainty of artificial intelligence is antithetical to our mission to protect workers' rights and advance unionism.

The Company is in violation of our mutually agreed upon C.B.A. with the use of this technology and we are prepared to fight this case at arbitration.

In Solidarity,

Abilio Villaverde
President
TWU Local 555