



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
ESTABLISHED IN 1996 • 2608 INWOOD RD. SUITE 150. DALLAS. TX 75235 • 1.800.595.7672

November 10th, 2017

Brothers and Sisters,

This week the Union received an unfortunate Arbitration decision which upheld an attendance termination because an agent and his representative signed off on a "Point Adjustment Letter". The Arbitrator ruled that, in spite of the fact that the total was incorrect, the agent, the Union and the Company had entered an agreement on the point total and the Union could no longer go back and argue any occurrences prior to that date. In the past the Company agreed if there was a mistake in an agent's point total they would fix it. However, the Company has now decided if they can get a point adjustment letter signed by any union representative, they will keep the mistake.

Moving forward we continue our position that **no station reps should sign any point adjustment letters unless a complete and thorough review has been done by a grievance specialist or Union officer out of the main Union office.** If an agent is ordered to sign such a letter they should sign "**under protest**" and immediately file a grievance alleging an incorrect point total and a letter signed under duress.

So-called point adjustment letters are usually formatted as follows:

TO: Agent

FROM: Manager

DATE:

SUBJ: Fact Finding Results - Adjustment to Point Total - Letter Status

A fact-finding was held on, RANDOM DATE, to discuss your attendance and point total. Present at this meeting were yourself, REPS SO AND SO AND MANGER X.

After a review of your attendance record, some discrepancies were discovered. Your attendance record has been corrected to reflect a new point total.

As a result of this correction to your Attendance Record, it is understood and agreed that you are at - **RANDOM LETTER STATUS** as defined by Article 23 of the contract between Southwest Airlines and Transport Workers Union Local 555.

Your new point total is **XXX** and there is no dispute as to this point total and letter status.

Supervisor/Manager DATE: _____

PLEASE DO NOT SIGN A LETTER LIKE THIS AS A REPRESENTATIVE. YOU MAY LOCK THE AGENT INTO AN INCORRECT POINT TOTAL AND HANDCUFF A DISTRICT REP OR SPECIALIST WHO MAY FIND FURTHER MISTAKES WHICH WERE MISSED IF THE AGENT IS LATER DISCHARGED.

- Transport Workers Union Local 555 Executive Board and Staff