



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

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Brothers & Sisters,

In the midst of the busiest time of the year, we have been challenged with several new operational changes. The Weight and Balance Verification Procedure change is one of those challenges. As stated by the Company, “The goal of a successful flight is to have it depart with accurate weight and balance and on time. Safety, accuracy and compliance with established procedures must always take priority over on time performance.”

The new procedures will require teamwork between Ramp and Operations Agents as you verify commodities entered into OTIS and resolve pop-up validation messages. There is sure to be a learning curve, so please be patient as everyone works to comply with these new procedures, and understand that both work groups face challenges. Operations Agents perform a multitude of tasks under time constraints and face challenges such as assisting Customers while performing weight and balance duties, and pressure from Customer Service Supervisors to push flights on time or early. Ramp Agents also face many challenges when working as a Lead Agents such as commodity count accuracy, verification of thru loads, communication regarding late bags and jetway checked items, and pressure to turn in the CBLS.

It is the Company’s responsibility to ensure all Employees affected by the new procedures are trained and qualified. If you have any questions about what your responsibilities are, **ask your Supervisor**. If you need assistance in implementing the new procedures, **ask your Supervisor**.

Operating procedures and expectations from the Company have not always been consistent from Station to Station; waiting and not waiting for late bags is one example. Please let your Station Representative know about any inconsistencies in the training for the new procedures. If necessary, the Union can discuss problems with the Company and how best to move forward with the Weight and Balance Verification Procedure changes.

Thank you for being the best Agents in the industry! We hope you and your family have a safe and happy holiday season.

Fraternally,
TWU Local 555 LEB