



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
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COVID-19 Update #13

April 24, 2020

Brothers and Sisters,

We would like to begin by thanking each of you for putting yourselves at risk every day by leaving your homes and coming to work amid this pandemic. Below are some of the initiatives we have brought to the Company's attention in pursuit of providing a safe workplace.

We've received significant communication from many concerned members regarding "social distancing" while at work. In many locations, there should be training rooms open and available to members as another location to spread out to. We have lobbied the Company on this issue for quite some time. Also, given the low passenger counts, another great area to spread out to is the passenger gate areas in the terminal. Lastly, please keep in mind when clocking out to give each other some space. We will continue to work toward achieving the best practices during this crisis.

Another issue that we've heard from members is concerning the use of our communication headsets for pushing back aircraft. The CDC does not recommend sharing headsets, therefore our recommendation is to keep the headset that you receive for the entirety of your shift. This allows each agent to maintain control of their headset's cleanliness.

This topic remains on our list and we will continue to address it with the Company.

The Company has also agreed to our request for providing masks and gloves to front line employees who wish to use them. This is another initiative we have been working on for quite some time.

In conclusion, thank you for all the information regarding PPE supplies and break room and work area cleaning. We present this information weekly to the Company so that we can point out any areas in which there are deficiencies. Please continue to send this information to safety@twu555.org in order for us to properly document and present the most up to date information regarding PPE supplies and break room cleanliness.

Please continue to practice good hand hygiene and social distancing in both the work and home environment. We will continue to share more information as it becomes available. Check twu555.org for the most up to date information.