



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 #11

April 10, 2020

Brothers and Sisters,

First, let us begin by thanking all 555 members for your continued hard work during these incredibly difficult health and financial crises. The communication we are receiving about PPE shortages, as well as breakroom/work area cleanliness, has been invaluable. Please keep it coming, as we will continue to work behind the scenes with Southwest Executives to have these matters resolved.

LWOP March 2019 vs. March 2020: our members have saved Southwest Airlines \$2,604,128.37 based on the Company data we received and on our average hourly rate of \$22.47/hour.

There were 893 members that accepted the Company ETOP offer for April 2020 which represents 5.5% of our membership. Additionally, some members participating in this program have filed for unemployment and have been successfully receiving those benefits. When filing for unemployment, you must declare the pay that you are receiving from Southwest Airlines. Approval for unemployment benefits will depend on your own state's unemployment regulations. If you are participating in the program and have filed for unemployment, please share your results with your Local Station Representative so the Union can make that information available to the membership.

Your LEB and Safety & Health Committee continue to work with Executives at Southwest to address relevant issues during this crisis. The following are some of the initiatives we are presently working on with the Company:

- We have negotiated with Southwest to allow for TELADOC notes so that you do not have to go into a doctor's office. The visit is done via the Teladoc app. More information can be found on their website, Teladoc.com and their phone number is 1-800-TELADOC(1-800-835-2362).
- Social distancing in the workplace continues to be a top priority. We anticipate seeing improvements in work areas such as the number of agents

at the bottom of the belt loader, boarding, galley work for provisioning agents, cargo lobbies, etc.

- Requested that training rooms in stations be available as break areas to further allow for distancing. Another great option is to utilize terminal seating areas, given our present light passenger counts.
- Southwest has committed to making masks and gloves available as quickly as their suppliers can deliver the products. In the meantime, for operations agents that are required to perform a lift, the Company is now giving the direction to use the onboard PPE kit for gloves, mask, and gown if need be.
- Work schedules are being condensed and we are asking to maintain staggered schedules reducing the number of agents in a station at once, allowing for more social distancing.
- Requested plexiglass/sneeze guards for our cargo facilities due to the amount of time required to process an air bill with customers/couriers.
- We have asked for additional days off with pay for our members, thus minimizing the chance for infection at work.
- Requested that transitional duty employees be allowed to stay home with pay during their 8 weeks of said duty.

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.