

WELCOME NEW HIRE!



TWU LOCAL 577
Office Address

4535 W. Russell Road
Las Vegas, NV
89118



President

* Joe Mayfield

Vice President

* Jeanne Siles

Financial-Secretary

Treasurer

* Rey Chaparro

Recording-Secretary

* Klarissa Principe

Board Members at Large

* Beatrice Burgos

* Blair Groves

* Cody Yamada

PRESIDENTS MESSAGE

BY JOE MAYFIELD, PRESIDENT

On behalf of myself and your entire TWU Local 577 family, I would like to say welcome to you all. Here at Local 577, we like everyone to get involved and like to hear your input regarding any improvement changes we can make to better our union. For now, focus on your studies and hope to see you soon.

WHO IS TWU?

BY REY CHAPARRO, FINANCIAL-SECRETARY TREASURER

The Transport Workers Union of America is the union that represents workers in the transportation industry from Amtrak and subway systems workers to Allegiant and Southwest Flight Attendants. It was founded in 1934 by subway workers in New York City, then expanded to represent transit employees in other cities, primarily in the eastern U.S. TWU Local 577, the union of Allegiant Flight Attendants, is a subsidiary of TWU International which also happens to be a member of the AFL-CIO.

WHAT IS A UNION?

BY KLARISSA PRINCIPE, RECORDING-SECRETARY

A Union can be described as an organized group who unites to help make decisions about conditions affecting their work. It is important to realize that every single member IS THE UNION. Not the Executive Board, not the International, but the members. Every single member IS the union which is why it is so important we all stick together and work together. Being a Flight Attendant is not just a job, it is a career so it is important we fight for what we deserve. I encourage each and every one of you to get involved. If you would like to be involved and are unsure what you could assist with due to time constraints let us know and we can find something that works within your parameters. It takes all of us to accomplish our goals to create a better workplace. Always remember, a union is only as strong as its members.



EMERGENCY SITUATIONS

BY KLARISSA PRINCIPE, RECORDING-SECRETARY

If you have any event onboard the aircraft whether it be a passenger/crew member injury, emergency landing, physical altercation or any other abnormal event notify the union Executive Board immediately. We are here to support you and ensure you are taken care of after any possibly traumatic events

If after the event you feel unsafe to fly please notify a union representative. This career entails dealing with emergency situations ranging from emergency landings to possible life threatening medical emergencies. If at any point in time you feel like you mentally, emotionally or physically are in any type of distress and cannot complete your flight notify the union immediately. We are here to ensure that you have support if you feel unsafe to fly.

WHO ARE U REPS?

BY KLARISSA PRINCIPE, RECORDING-SECRETARY

U Reps are individuals who have been trained by the union to defend you in meetings with management. U Reps have thorough knowledge of the work rules and the CBA. They will take notes while in the meeting to ensure we have as much information as possible to help your case if it turns into a grievance situation.

They have all signed confidentially waivers and are all aware of the strict ethics code they are to abide by. A U Rep can attend meetings in person or via conference call. In a situation where a U Rep is unavailable for the time originally given by management to the Flight Attendant, a request will be made to switch the meeting to a day/time that a representative is able to attend. If you are requested to attend any meeting log onto:

www.TWU577.org > TWU Local 577 Officers > Base Representatives > Base Rep Request

****Please be sure to include the date, time and reason you were given for the meeting by management****

COMMITTEES

Email | Uniforms@TWU577.org

UNIFORMS

PAYROLL

Email | Payroll@TWU577.org

Email | SHS@TWU577.org

**SAFETY, HEALTH
& SECURITY**

**HOTEL &
TRANS.**

Email | HotelTransportation@TWU577.org

Email | Scheduling@TWU577.org

SCHEDULING

**FATIGUE &
ASAP**

Email | FatigueASAP@TWU577.org

Email | Grievances@TWU577.org

GRIEVANCES

**PROFESSIONAL
STANDARDS**

Email | RepRequest@TWU577.org

...More Coming Soon!

For more information about committees and
how to get involved, visit:

WWW.TWU577.ORG/Committees

GRIEVANCES

BY CHRISTA GIFFORD, GRIEVANCE CHAIRMAN

Grievances are an important part of every Union Local and one of the main reasons why Allegiant Flight Attendants voted in a Union. A grievance is a dispute between the Union and the Company under the terms of the Contract and allows a Flight Attendant to argue against a disciplinary action, unfair treatment, past practice, employer policy, or contractual violation.

If you are citing unjust punishment in a disciplinary case, please make sure to request a Base Representative to attend your meeting with management. The notes that are taken by the Base Representative could be crucial to your case. You can find a list of Base Representatives on our website 577.twu.org.

If you believe you have been involved in a contract violation, please provide the section or policy that has been affected in addition to your narrative. You may also reach out to a Base Representative in all cases for guidance or advice before filing the grievance.

You can find the online form to begin the grievance process at 577.twu.org. In addition to providing a full narrative of the situation including dates, location, and witnesses, it's very important to attach any supporting documents for reference. Once the grievance form is submitted, you will be contacted by one of the 3 Grievance Committee members, who can be found in this brochure. For further information regarding Grievance procedures, you may reference Section 25 of the Contract. The Contract can be found on 577.twu.org or on your company-issued iPad.

We look forward to working with our members and building a better future together.

Grievance Chairman | Christa Gifford | LAS
Grievance Co-Chairman | Heather Frey | LAS
Grievance Agent | Niall Carrier | SFB



GRIEVANCE AGENTS

FATIGUE

BY RAYCHEL ARMSTRONG, FATIGUE CHAIRMAN

There will come a time in every Flight Attendants career where they are unable to physically continue working. As a new Flight Attendant, you will be put through many stressful situations in your first year. Long delays, angry passengers and duty days that far exceed the norm. In some cases, you may encounter a flight where you are physically unable to continue. Although, it should be rarely used, Flight Attendants should know that calling in fatigued is an option for them. Calling in Fatigued should be used after all attempts have been made to mitigate. If you have the opportunity to rest, rest

prior to calling in fatigued. The fatigue program is non-punitive but if individuals show a history of abusing the program there could be punitive measures taken. To locate information on the Fatigue Risk Management Program, login into G4Connect > Inflight > Safety and Security > Fatigue > Inflight FRMP. Remember, if you reach a point in your work day, where you believe that you can't safely perform your duties, it is not only your right, but your responsibility to call in fatigued.

FATIGUE & ASAP AGENTS



Chairman | Raychel Armstrong | AVL
Agent | Audra Martin | CVG
Agent | Sandy Barreiro | SFB
Agent | Robert Payne | SFB
Agent | Johanna Fradenburg | IWA

PROFESSIONAL STANDARDS

BY GILS GILDING | REPRESENTATIVE ADMINISTRATOR

What is Professional Standards?

Professional Standards is peer-to-peer conflict resolution by using mediation techniques, facilitated by a Union Representative. Professional Standards Representatives (PSR) are not certified mediators, but they are trained by TWU Local 577 to our standards. The goal of the PSR is to empower members to solve personal conflict that may avoid write-ups resulting in unnecessary disciplinary action from management. PSRs will create an empowering space for our members to come up with their own solutions to differences.

How does this program benefit members?

The purpose of Professional Standards is to reduce the number of disciplinary actions towards our members from management. The practice of fellow crew members writing each other up leaves both parties susceptible to disciplinary actions, up-to and including termination. Traditionally, disciplinary models used by many employers often result in employees feeling less empowered in the workplace.

What cases will Professional Standards handle?



- Standard Operating Procedures (SOP)
- Crew Resource Management (CRM)
 - Bullying
 - Rudeness
 - Work Styles
- Personal History
- Extreme Grooming/Uniform Issues
- Picking Position issues due to tardy F/A

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- Grievances
- FAA/FAR Violations, Drugs/Alcohol
 - Medical
- Criminal/Legal/Sexual Harassment
 - Conflict of Interests
 - Minor Uniform Issues
- Any Issue that is Primary to Airsms (ASAP/Fatigue)



Sick Time

Although you will accrue 4 hours of sick time per month the attendance policy point system still applies. When calling out SICK or utilizing FMLA sick time should automatically be applied by payroll. If it is not be sure to submit a payroll JIRA.

Screenshot

Be sure to screenshot your awarded schedule as well as any assignment changes that are made (Gold days, trip trades, etc) this will assist with payroll/scheduling corrections as well as potential grievance evidence. The app 'Crew Lounge Connect has proven to be useful to many FAs and is worth the small yearly fee.

Forward

Forward any pertinent emails to a personal email address (ie. Gmail) for future reference as company emails are only stored for 3 months.

GOLD Days

If you are on pure reserve you receive 6 GOLD days per month. Use them as you cannot be assigned anything on those days and they do not roll over month to month.

Cancelled Trip

If your trip is cancelled you are placed on reserve for the original footprint of the trip. If you are assigned a trip, the new assignment must start and finish within the footprint of the previous trip. (Refer to F.3.ii in the CBA)

Phone Calls

You are NOT required to answer your phone if it is your day off or not during your duty period. While on duty, you are required to call back within 15 min.

Meetings

If you are ever summoned to a meeting by your base supervisor or any other Allegiant Management you have the right to request a Base Representative via the Union. We always recommend having a Rep with you at any and every meeting.

Vacation Bidding

When bidding for vacation you can choose to use your allotted time into a week of flex days or a week of vacation. If you choose the flex day option you can elect to use a flex day valued at 2.86 to cover a portion of the block for the drop of a trip to another FA or a drop into Open Time. At the end of the year, if you have flex days that were not utilized they will be paid out to you in the value of 2.86 per flex day.

Tips & Tricks

Questions/Concerns?

If you have any concerns or questions regarding scheduling, legalities or any other matter be sure to reach out to the corresponding Union representatives. We are here to help and any questions are welcomed. We are a team and knowledge is power.

Bidding

No matter how junior you are, ALWAYS bid for trips. All it takes is for one trip to be awarded to you during the bidding process in order for you to be considered a mixed line holder. As a mixed line holder you will get credited 3.5 for reserve days even if you don't get called. This makes a huge impact on your paycheck when compared to being pure reserve.

CRM

Communication is one of the most important aspects of being a Crew Member. If you are concerned, confused or would like more clarification on anything ask your fellow crew members (pilots included). Practicing good CRM can make the difference between a situation being escalated or settled. Make sure you are communicating with and listening to your fellow crew members.

Social Media

Please be sure to read the social media policy and keep this policy in mind when making any posts. Sometimes the things we write can be construed in a way we do not intend. In short, be mindful of everything you post.

Know the Contract

Read the CBA and understand what is in it. Knowledge is power and knowing what the contract states will help you. If you have any questions about sections of the contract or situations that may arise while on the line reach out to your Executive Board or a Base Representative.

Contact Us!



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JMayfield@TWU577.org

Jeanne Stiles
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JStiles@TWU577.org

Rey Chaparro
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RChaparro@TWU577.org

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Cody Yamada
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TWU LOCAL 577
DISCUSSION PAGE



TWU577.ORG



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