

CWA LOCAL 3645

Date: February 22, 2023 **TO:** CWA Local 3645 Members
From: CWA Local 3645 **Subject:** System Board Hearings

On February 23, 2023, CWA Local 3645 held System Board of Adjustment in CLT.

An agent from CLT was appealing a level 3 for work performance. The company argued that the agent printed out a boarding pass and gave it to a customer without checking their ID. Turns out that the person who got on the AC was not the person whose name was on the boarding pass. The Union advocate argued that the agent made a mistake and expects to be disciplined however the discipline was excessive. The Union advocate presented documentation that showed another agent with the same infraction was given a level 1. After reviewing all the facts, the Board ruled to reduce the level 3 to a level 2 because the agent was already on a level 1.

An agent from CLT was appealing a 12-month travel suspension. The Company argued that the agent used another employee's travel privileges while they were on a leave of absence which is a violation of the American Airlines Travel Policy. The agent argued that they requested leave to take care of a sick parent in another city and said the email that they received about not traveling while on medical only said he/she couldn't use their own travel. They didn't realize it meant they couldn't use a buddy pass. The Company argued that it's the agent's job to read the travel policy. The Union advocate argued that the agent has taken responsibility for not fully knowing the travel policy and the 12-month suspension was excessive. After reviewing all the facts, the Board ruled to reduce the travel suspension to 6 months.

An agent from CLT was appealing a level 1 for a seat belt violation. The Company argued that the agent was seen by members of management not wearing their seatbelt and was given a corrective. The Union advocate argued and presented pictures to show that you can not really see if the seatbelt is on with the way the vest can cover it up. The Company presented the employee's statements and they never denied not having the seat belt on. Two managers admit to seeing the agent without a seatbelt. After reviewing all the facts, the Board ruled to uphold the level 1.

In Solidarity,

Donielle Prophete – President

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Shaquelle Baker - Secretary /Treasurer CWA Local 3645