

CWA LOCAL 3645

Date: February 8, 2023
From: CWA Local 3645

To: CWA Local 3645 members
Subject: System Board Hearings

On February 8, 2023 CWA Local 3645 held the System Board of Adjustment in CLT.

An agent from GNV was appealing a 1-year travel suspension for them self and a permanent travel revocation for their spouse. The Company argued the agent's spouse, who was also a Piedmont Airlines agent, traveled on the agent's travel benefits while being the spouse was suspended pending investigation for a performance issue. The Union rep argued that they agent and their spouse always traveled with their kids on the agent's benefits so they could always be seated together with their kids. They were so used to doing that, that they didn't realize they were violating the travel policy. The Union argued that although the punishment was for just cause, they felt the permanent revocation was excessive. The spouse later resigned from Piedmont. The Board ruled to keep the current agents travel suspension for 12 months and reduce the permanent revocation of the spouses travel violation to the same 12 months.

An agent from SDF was appealing a level 3 final for violating the Company's social media policy. The Company argued that the agent had posted a tic tok video in uniform showing the Company in a bad light and was given a verbal coaching. Shortly after the coaching, the agent posted on Facebook, in uniform, again showing the Company in a bad light. A passenger reported the post to AA. The agent said they didn't realize the Facebook post would be viewed as negative. After reviewing all the facts, the Board ruled to uphold the level 3 final.

An agent from CLT was appealing a 1-year travel suspension. The Company argued that the agent did not go through security before boarding a flight after being escorted in another city. The agent argued that they were following the instructions of their escort while in the sterile area and the escort is the one who took them back to the gate to board their return flight. The agent also asked if they needed to go back through security and the escort told them no because they did not leave the sterile area. The agent also argued that they were in custody of the escorting agent and they were following their guidance. The Company argued that it's the agent's responsibility to know that the travel policy says you must never get on one of their planes without going through the security checkpoint. After reviewing all the facts, the Board deadlocked. This case will be sent to the CWA Staff rep for arbitration review.

An agent from CLT was appealing a level 3 for not putting the auto leveler on an aircraft. The Company argued that the agent not putting the auto leveler on the aircraft made the aircraft drop and put the passengers in danger. The Union rep argued that although the agent was trained on that jet bridge, the agent was not trained on that jet bridge for that particular aircraft. They treated that aircraft like the others. The Company argued that if the agent wasn't trained, then they should not have operated the jet-bridge. After reviewing all the facts, the Board ruled to reduce the level 3 to a level 2.

An agent from CLT was appealing a dependability point. The Company argued the agent was late and the duty manager verified that they saw them two minutes after their scheduled in-time. The Union argued that the agent could not clock in after several attempts, therefore, requiring them to walk to the duty manager's office to verify. The Union provided a video of how long it takes to walk from the time clock to the duty manager's office and it was exactly two minutes, which coincided with the time the manager verified seeing the agent. The Union also presented statements from other people who verified that they saw the agent having trouble trying to clock in. After reviewing all the facts, the Board ruled to remove the point.

An agent from CLT was appealing a level 1 for performance. The Company argued, the agent left their work area without checking out, therefore causing them to miss the inbound aircraft. The Union rep argued that the agent was on a double and had reported to their second work area because there was a 30-minute overlap. The manager was fully aware of the secondary work area and at no time told the agent they were required to stay in the first work area. After a review of the facts, the Board ruled to remove the level 1.

An agent from CLT was appealing a level 3 for work performance. The Company argued the agent did not verify the minimum crew was on board the aircraft prior to boarding. The Union rep argued that the agent walked into this flight that a manager was already working and never briefed the agent on any pre-flight information. The Company testified that they didn't have any proof of pre-flight information or briefing being done with the agent. After reviewing all the facts, the Board ruled to remove the level 3.

In Unity,

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