

## **CWA LOCAL 3645**

**Date:** June 27, 2022,                      **TO:** CWA Local 3645 Members  
**From:** CWA Local 3645                      **Subject:** System Board Hearings

**On June 23, 2022, CWA Local 3645 held the System Board of Adjustment in CLT.**

An agent from CLT was appealing dependability points for being late. The Company argued that there is a no-fault dependability policy and that the points were given according to the guidelines outlined in the policy. The Union rep argued that the agent was in a car accident on their way to work and the agent called in to advise the company of the accident. The agent also provided pictures of the accident. The Company explained the reasoning behind being no-fault is that it doesn't matter the reason associated with the call-out, unless it's a medical leave of absence for 7 or more days. They argued that if they take everyone's situation into account then they can be accused of showing favoritism. After reviewing all the facts, the Board ruled to uphold the points.

An agent from CLT was appealing a travel suspension for an alleged travel pass violation. The Company had no information related to the travel pass violation and their only argument was that American suspended the travel privileges. The Union rep argued that the agent was never told by the company why the travel privileges were being suspended. The Union rep also argued that the company did not present any evidence from American that proved the agent was guilty of violating the travel policy. After reviewing all the facts, the Board ruled to overturn the travel suspension.

An agent from CLT was appealing dependability points due to weather. The Company argued that there is a no-fault dependability policy and that the points were given in accordance with the guidelines outlined in the policy. The Union rep argued that the Company's policy is to provide the agents a hotel room when they anticipate the storms. No one offered the agent a hotel. After reviewing all the facts, the Board ruled to remove the points because the Company showed no proof of the agent being notified of hotel options for that weather event.

An agent from CLT was appealing dependability points. The Company argued that they have a no-fault dependability policy and the points were given per their policy. The Union rep argued that the agent attempted to swap off the shift and it was not picked up. After reviewing all the facts, the Board ruled to uphold the points because the Company followed their dependability policy.

In Unity,

Donielle Prophete – President

Darryle Williams – Executive Vice President

Douglas Christian – Vice President

Shaquelle Baker – Secretary/Treasurer