

CWA LOCAL 3645

Date: July 7, 2022, **TO:** CWA Local 3645 Members
From: CWA Local 3645 **Subject:** System Board Hearings

On July 6th, 2022, CWA Local 3645 held the System Board of Adjustment in CLT.

An agent from GSP was appealing a dependability NCNS they received for a medical leave of absence. The company argued that the medical note didn't cover all of their days. The Company gave the agent a NCNS for one day and although the agent had an ER note for the one day and then a medical note for the remaining days, the Company removed the NCNS points but wanted to keep a NCNS in the agents file. The union rep argued that if the Company agreed to take the points off, there would be no reason to have a NCNS in the agents file. After reviewing the facts, the Board ruled to remove the NCNS.

An agent from CLT was appealing a travel suspension for travel pass violations. The company argued that American suspended the travel privileges for the agent because a CLT gate agent put notes in the employees file for being unruly because the agent said the employee didn't have the proper travel documents. The Union rep argued that when the agent got to Miami, there was nothing wrong with the agents travel documents and was allowed to travel with no problems. The Company showed no proof of the agent acting unruly. After reviewing all the facts, the Board ruled to overturn the travel suspension.

An agent from CLT was appealing a level 3 for a jet-bridge accident. The company argued that the agent failed to do their 360 walk-around, causing the aircraft door to open and hit the jet-bridge. The Company said the agent was supposed to come down the stairs and walk around. The Union rep argued that the jet-bridge learning hub said agents are required to come down the stairs and do a 360 look around. Not a walk around. So, while doing a look around, it doesn't allow you to see the front of the jet-bridge. When the agent was looking from the front, the view looked fine. After reviewing all the facts, the Board ruled to remove the repeat level 3 because the daily briefings and the learning hubs said to do a look around.

An agent from CLT was appealing a level 1 for a zero-tolerance violation and back-pay for the suspension due to the incident. The Company argued that the agent got into a verbal altercation with another agent. The Company presented statements. The Union rep presented statements that countered the statements that the Company presented, therefore creating a he say/she say situation. In discipline the burden of proof lies on the Company and that burden was not met, therefore; the Board ruled to remove the level 1 and backpay the agent for the 3 days suspension and issue a zero-tolerance coaching.

In Unity,

Donielle – President

Darryle Williams PhD– Executive Vice

President Douglas Christian – Vice President

Shaquelle Baker – Secretary/Treasurer