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To: Southwest Airlines Flight Attendants

Re: *Karen Amos, Dallas Executive Board Member candidate*

I have represented SWA flight attendants in employment disputes with SWA, since 2011. I have met many of you, talked to quite a few more about your employment, and learned a lot about the challenges you face doing your job as well as the reasons you treasure your employment with SWA.

I met Karen over nine years ago, while representing a SWA flight attendant who was fighting to get her job back. TWU 556 had not taken her case, and I was preparing for the arbitration. Karen was so incredibly helpful. She helped me to prepare for the arbitration, she provided me insight on SWA practices, policies and rules, and she made herself available to testify on behalf of my client during the hearing.

Karen and I became friends, and since that time she has consulted with me and been a witness for SWA flight attendants in several more arbitrations where I was working to reverse a termination decision.

Karen is a tireless worker. She knows the ins and outs of the SWA Flight Attendant Manual, the FA Rules, the Collective Bargaining Agreement, the Fact-Finding process, and the grievance process. She has always gone out of her way to help me with any questions I had, to consult with flight attendants that contacted me, and to be there when needed.

Karen is now running for a Dallas Executive Board Member position, and I cannot imagine a more qualified candidate. Whether you personally know Karen or not, she has been an ally of SWA flight attendants for a very long time. I promise you will not regret voting for Karen Amos.

Yours very truly,

Mark A. Waller, Esq.