

CWA LOCAL 3645

Date: January 5, 2022

TO: CWA Local 3645 Members

From: CWA Local 3645

Subject: System Board Hearings

On January 5, 2022, CWA Local 3645 held the System Board of Adjustment in CLT. An agent from CLT was appealing dependability points they received. The Company presented a case with documents showing the agent was not absent on the day they were grieving. Unfortunately, the agent grieved the wrong date, so the Board ruled to uphold the points.

An agent from CLT was grieving a level one they received from equipment damage. The agent testified that he did not do the walk around but they expected the tug to not start if it was still plugged in. The Company testified that because the agent didn't do the walk around, they were not able to see that the plug was still attached. Although the tug should not start, there are procedures in place to hopefully prevent these types of accidents from happening when the normal procedures fail. The Company also testified that the agent failed to report the accident which should have resulted in termination but yet the agent only received a level 1. After reviewing the facts, the Board ruled to uphold the level 1.

An agent from CLT was appealing a level 2 performance corrective for driving on the AOA without a seat belt and earbuds. The agent testified that they did have their seatbelt on but it must have broken off during their run. The agent also admitted to wearing their earbuds because they like listening to music. The agent also testified that they were never trained to not wear earbuds on the ramp. After reviewing the facts presented, the Board ruled to uphold the level 2 and suggest retraining.

Three agents from HSV were grieving a level 3 performance for leaving their work area and clocking out without permission from the supervisor on duty. The Company said according to the Policy and Procedures section 8 which states the following: Customer Service Agents are **required** to remain on company premises and to work their ENTIRE shift unless they received specific permission from management to leave the premises or leave early. All three agents presented their roster apps clock out time where all three clocked out at their bid line's out time. All three agents admitted to not checking out with their manager but they submitted a copy of an email directive from their station GM that stated everyone should leave at their out time. The Union rep presented proof that it was a station practice

that they were told to leave at their out time and they didn't have to check out. After reviewing the facts presented, the Board unanimously voted to overturn all three level 3's due to the Company not following their own P&P by sending that email to all agents in the station.

In Unity,

Donielle – President

Darryle Williams – Executive Vice President

Douglas Christian – Vice President

Shaquelle Baker – Secretary/Treasurer