

CWA LOCAL 3645

Date: March 23, 2022 **TO:** CWA Local 3645 Members
From: CWA Local 3645 **Subject:** System Board Hearings

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

An agent from AGS was appealing a termination for a travel violation and return from leave notification. The station manager was working the gate and saw the agent board the flight. They checked the agent's PNR and saw the agent was traveling on an AA20 ticket. The manager then filed a travel violation through the non-rev reporting tool. The agent was also required to turn in a current medical note because the current medical leave had expired. The manager sent the agent a certified letter with a timeline to submit the note. The Union rep argued the medical note issue first by showing evidence that the Company gave the agent a date to submit the note and the agent submitted the note to the Company per the certified letter requirement. The agent testified that they did in deed travel on an AA-20 ticket but they asked the AA rep if they were allowed to buy while on medical and the rep said yes. After reviewing all the facts, the Board found that the agent did turn in the doctor's note by the required time but the agent did travel on an AA 20 ticket while on medical which is against the AA travel policy. The agent will be returned back to work unpaid and with a 30-day travel suspension for violating the travel policy.

An agent from CLT was appealing a termination due to dependability points. The agent testified that they were late due to inclement weather on New Year's Day which forced them to be 16 minutes late. There was no inclement weather on New-Year's day. As a matter of fact, the temperature was recorded as 68 degrees. The two points placed the agent over 30 points according to the Company's no-fault dependability policy. After reviewing the facts, the Board ruled to uphold the termination.

An agent from CLT was appealing their 12-month travel suspension due to the misuse of travel privileges or misconduct involving the employee and/or someone on their travel pass. American Airlines travel department received a report from someone who claimed the agent was paid 4k for their registered

guest. The Company presented inbox text/Facebook messages from two people where one person admitted to paying the agent 4k and offering to get them on someone else's pass for \$4500. The Union rep argued that the Company didn't do a thorough investigation because the agent's pass traveler said that Facebook/text message did not come from their profile. The agent then testified that the screen shot that was submitted was not the profile pic of their pass traveler. The agents pass traveler also submitted a letter saying they have never paid the agent any monies to be on their pass. After reviewing all the facts, the Board ruled that the Company did not meet the burden of proof to show that someone paid monies to be on the agents pass travel. The 12-month travel suspension was over-turned.

An agent from CLT was appealing dependability points received during the two CLT inclement weather incidents in January. The Company argued that the company has a no-fault dependability policy and the points were given as per company policy. The Company also argued that all agents were given the option of a hotel and presented the email that was sent to all agents with the instructions on how to secure a hotel. The agent testified that they opted not to get a hotel. After reviewing all the facts presented, the Board ruled to uphold the points for both weather days.

An agent from CLT was appealing dependability points received during the CLT inclement weather. The Company argued that the company has a no-fault dependability policy and the points were given as per company policy. The Company also argued that all agents were given the option of a hotel and presented the email that was sent to all agents with the instructions on how to secure a hotel. The agent testified that they opted not to get a hotel because they didn't realize the weather would be that bad until they woke up the next day. After reviewing all the facts presented, the Board ruled to uphold the points.

An agent from CLT was appealing dependability points received during the CLT inclement weather. The Company argued that the company has a no-fault dependability policy and the points were given as per company policy. The Company also argued that all agents were given the option of a hotel and presented the email that was sent to all agents with the instructions on how to secure a hotel. The agent testified that they tried to get a hotel but the link provided showed the hotels were booked. The Company argued they never ran out of hotels and the link was only a sign-up sheet and the agent never signed up for a hotel. After reviewing all the facts presented, the Board ruled to uphold the

points.

An agent from CLT was appealing dependability points received during the CLT inclement weather. The Company argued that the company has a no-fault dependability policy and the points were given as per company policy. The Company also argued that all agents were given the option of a hotel and presented the email that was sent to all agents with the instructions on how to secure a hotel. The agent testified that they opted not to get a hotel but they felt that the Company should care about their well-being enough to not penalize them because they chose not to come in. The Company argued that it wasn't fair to all the agents that did come to work. After reviewing all the facts presented, the Board ruled to uphold the points.

In Unity,

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