

## **CWA LOCAL 3645**

**Date:** May 17, 2022

**TO:** CWA Local 3645 Members

**From:** CWA Local 3645

**Subject:** System Board Hearings

### **On May 11, 2022, CWA Local 3645 held the System Board of Adjustment in CLT.**

An agent from CLT was appealing a level 3 for work performance. The Company argued that the gate agent put the wrong passenger on the plane because the passenger whose ticket was scanned was asking to be rebooked and had not boarded that flight. The Union argued that the gate agent followed all boarding procedures including verifying ID before the boarding pass was issued. The Company confirmed the camera footage did verify the agent asked for ID for every boarding pass they issued on that flight. There is no way an agent is responsible for a boarding pass once the ID is verified and issued. After reviewing all the facts, the Board ruled to remove the level.

An agent from CLT was appealing a travel suspension for 12 months due to traveling while on medical leave. The Company argued the agent presented a doctor's note but the agent traveled on one of the days the note covered. The agent called out for two days then said they felt better and traveled on their 3 days off. Upon returning the agent did not feel well again, so they went to the doctor due to pre-existing medical issues. The doctor faxed over a note to the company but had backdated the note to include the days the agent traveled, which was a travel violation. The Union rep argued that during the time the agent traveled there was no violation and it only became one because the doctor back dated the note. The agent was unaware of the dates on the note at the time because the note was sent directly to the Company from the doctor's office. The agent also testified that since they didn't realize the doctor backdated the note, they would take the dependability points for the two days prior. Agent agreed that there was a violation because of the note but didn't think their violation warranted 12 months and asked for a lesser penalty. After reviewing all the facts, the Board ruled to reduce the 12 months travel suspension to 6 months to be reinstated on June 15<sup>th</sup>.

A group of agents from CLT were appealing dependability points due to a weather event (ice storm). The Company argued that the company has a no-fault dependability policy, offered hotels, allowed agents to come in late without accruing points and that the governor did not issue an order to not

drive on the streets or get ticketed. The Union rep argued that road conditions were bad and let each individual agent present their circumstances. When each agent was asked why didn't they take the hotel, each agent responded that they couldn't because of family at home. After reviewing all the facts, the Board ruled the points were given for just cause.

A group of agents from CLT were appealing dependability points due to another weather event. The company argued that the company has a no-fault dependability policy, offered hotels, allowed agents to come in late without accruing points and the Governor did not issue an order to not drive. The Union rep argued that in this case and on this date the Company failed to offer hotels to the agents via email or manual sign-ups. The Company admitted to offering hotels through word of mouth. After reviewing all the facts, the Board ruled to remove the points for all the agents for this weather event because it was the Company's job to offer them a hotel so they wouldn't have to drive and they failed to do so.

An agent from CLT was appealing dependability points. The Company argued the agent received the dependability points due to not returning from a Covid related absence. The Union rep argued the agent presented a doctor's note that cleared her from Covid and she asked in the email if she was now clear to return. The Company responded and said they would let the agent know but got back to the agent and clear them to come back to work. After considering all the facts the Board ruled to remove the dependability points as the communication failure was not on the agent.

An agent from CLT was appealing dependability points they received by being late on the January weather event day. The Company admitted that points are not given for tardiness on severe weather days (snow or snow storms). The Union rep argued the points were given unjustly. After reviewing all the facts, the Board ruled to remove the points.

An agent from CLT was appealing a 12-month travel suspension for the agent and a permanent ban for a D-3 travel guest. The Company argued the agent's travel privileges were suspended because the agents D-3 guest had brought a ticket while being listed and awarded a seat for the same flight. The agent said that he was traveling with the D-3 guest and they had to split. While the agent was on their flight, the D-3 guest didn't think they would make it, so they purchased the ticket. Although the agent understood they would have to be held accountable for the violation, the agent felt that 12 months was excessive. The Company argued that AA sends the punishment. The Union argued that

although AA sends the suggested punishment, Piedmont holds the responsibility to choose the punishment. After reviewing all the facts, the Board ruled to reduce the 12 months to time served as the suspension for the active agent and the AA permanent ban on the D3 guest will remain.

In Solidarity,

Donielle Prophete – President

Darryle Williams PhD - Executive Vice President

Douglas Christian - Vice President

Shaquelle Baker - Secretary /Treasurer CWA Local 3645