

## **CWA LOCAL 3645**

**Date:** May 26, 2022

**TO:** CWA Local 3645 Members

**From:** CWA Local 3645

**Subject:** System Board Hearings

**On May 25, 2022, CWA Local 3645 held the System Board of Adjustment in CLT.**

An agent from CLT was appealing dependability points due to a weather event. The Company argued that they have a no-fault dependability policy, offered hotels, allowed agents to come in late without accruing point and the Governor did not issue no drive order for NC. The Union argued that road conditions were bad and let each individual agent present their circumstances. Each agent admitted they were offered a hotel and chose not to take it. After reviewing all the facts, the Board ruled the points were given for just cause.

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An agent from TYS was appealing dependability points due to a no call no show. The agent was on an OJI. The agent was told not to work and the OJI case worker said they submitted the note to the company email. The Company stated they didn't get the note so the agent was expected to be at work. Even after the agent got a copy of the note and submitted to the Company but the GM argued that their (TYS) station required an "original" and not a copy and all the agent had was a copy. After reviewing all the facts, the Board ruled to remove the 12 points for the no call no show because the copy of the doctor's note was provided.

An agent from TYS was grieving a termination for theft. The Company argued that the flight attendant on an inbound aircraft claimed they saw the agent take 8 bottles of liquor off the aircraft. The flight attendant testified that she snatched the bottles out of the agents' hand and was able to retrieve 6 bottles but the agent got away with the rest in their safety vest. The agent testified that

they asked the first flight attendant for a soda and that FA gave her a soda and she never had any alcohol. The agent also stated they were wearing the reflective T-Shirt and never had on a vest, so she had no pockets to so-call put alcohol in. The Company manager on duty testified that they searched the area where the agent was working and the agents belonging and found no traces of alcohol or empty bottles. The Union rep claimed that the burden of proof is on the Company to prove this happened and this was a case of hearsay and there was no documented evidence to the Company's claim of theft. After reviewing all the facts, the Board ruled to overturn the termination and return the agent back to work with 6 weeks of back pay.

An agent from TYS was appealing a 12-month travel suspension for traveling while on medical leave. The Company argued that AA policy is to request permission to travel if you are on a medical leave of absence. The GM said the agent had requested travel but was not approved to travel on the dates in question. The Union rep argued that the travel was approved by the acting general manager and had the emails to show the travel was approved for all dates requested. After reviewing all the facts, the Board ruled to reinstate the agents travel privileges immediately.

An agent from CLT was appealing a 12-month travel suspension for traveling while on medical. The Company said the agent flew from Atlanta to CLT while on leave. The agent purchased the confirmed ticket using their miles, however; the agent testified that they listed as a non-rev for the flight only to get through security because their confirmed boarding pass was not pulling up on their phone. Agent claimed they canceled the listing but the gate agent had already assigned them a seat. Because the seat was already assigned and the boarding pass was emailed to the agent, they ended up boarding the flight using the non-rev boarding pass they received via email and not their confirmed seat. The AA travel policy clearly forbids agents to list on a flight that they hold a confirmed seat for. The agent also violated security regulations by listing for a flight therefore bypassing security. Agents can not use their travel/airline perks (sida badge, non-rev tool, etc) to access security. The agent did admit to violating company policy by doing a listing for a flight that they had a confirmed seat on and inadvertently flying standby which now confirmed that they were traveling on medical. The Company then testified that the agent had multiple security violations but they never charged the agent for those violations. After reviewing all the facts, the Board ruled to reduce the 12-

month suspension to 6-months for traveling while on medical leave. The Board also did not rule on any other violation because the Board could only stick to the violations the corrective stated.

In Solidarity,

Donielle Prophete – President

Darryle Williams PhD - Executive Vice President

Douglas Christian - Vice President

Shaquelle Baker - Secretary /Treasurer