



**NEGOTIATIONS 2013**  
**Our Contract, Our Customers, Our Future**  
*Transport Workers Union of America, AFL-CIO*  
*Air Transport Division - Local 555*  
*Southwest Airlines Ramp, Operations, Provisioning & Freight Agents*



**MEDIA ADVISORY**

For Immediate Release – May 8, 2013

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**Advisory for May 9 and 10:**

**Southwest Airlines Ground Workers Will Conduct  
Informational Picketing, Leafleting to Protest  
Outsourcing and Cutbacks in Customer Service**

**DALLAS-** Members of Transport Workers Union 555, concerned about Southwest Airlines' management contract demands that would diminish customer service, will distribute leaflets to customers and informational picket at 18 airports across the country on May 9 and May 10.

- Who:** Members of TWU 555, Ground Workers at Southwest Airlines
- What:** Leafleting and Informational Picketing to Inform Passengers of Southwest's Proposals to Compromise Customer Service
- When:** Thursday, May 9, 2013 and Friday, May 10, 2013 (times vary at each airport)
- Where:** Atlanta – Hartsfield-Jackson Atlanta International Airport  
Austin (TX) – Bergstrom International Airport  
Baltimore – BWI Airport  
Chicago – Midway Airport  
Dallas – Love Field  
Denver – Denver International Airport  
Houston – Hobby Airport  
Islip, Long Island –McArthur Airport  
Las Vegas – McCarran International Airport  
Los Angeles – LAX  
Oakland – Oakland International Airport  
Ontario (CA) LA-Ontario International Airport  
Panama City (FL) – Northwest Florida Beaches International Airport  
Phoenix – Sky Harbor International Airport  
Providence – Green Airport  
Raleigh (NC) – Raleigh-Durham International Airport  
San Diego – San Diego International Airport  
St Louis – Lambert International Airport

“Delivering outstanding customer service and maintaining positive labor relations are principles that have served Southwest Airlines well for over 40 years, and we believe these principles are important to our future success,” said Charles Cerf TWU Local 555 President.

“We met with the company and a federal mediator last week and we were stunned that Southwest Airlines continued to insist that temporary, contract workers are good for our customers and our airline. Our customers have come to expect a certain level of service when flying Southwest Airlines. Our members are career employees who are committed to providing friendly, efficient, on-time service. Now, Southwest Airlines proposes following in the footsteps of failed airlines, and relying on temporary, contractors to take care of our valued customers.”

“Over the next two days our members will be distributing information to our customers and asking for their support,” said Cerf. “Our members are the employees who greet our customers with a smile when they board, ensure their bags are loaded on the correct flight, perform important flight safety duties and keep our planes on time. We don’t think customers will be pleased to learn about Southwest Airline’s plan to hire temporary, inexperienced contractors to meet these critical travel needs. Our members remain the most productive in the industry and play a significant role in Southwest Airlines’ continued success. We want to continue doing our part to take care of our customers.”

The TWU Local 555 bargaining committee, representing more than 9,400 ground crew workers at Southwest, began negotiations for a new agreement in July, 2011. Talks have stalled, however, due to management demands that would negatively impact customer service and impose unnecessary concessions on members of Local 555.

*TWU Local 555 is a local union of the Transport Workers Union of America (TWU). TWU, an affiliate of the AFL-CIO, represents 200,000 workers and retirees, primarily employed in public transportation, rail and aviation. TWU represents Southwest ground crew workers, flight attendants, flight dispatchers and flight crew instructors.*