



## **IAM Air Transport District 142**

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## **IAM/SOUTHWEST AIRLINES APRIL 2025 SUMMIT UPDATE**

Dear Sisters and Brothers:

District 142 General Chairs held a summit with Southwest Airlines leadership last week. The following topics were discussed:

### **Customer Service:**

- After several grievances were filed and talks with the Company, they have agreed to remove all Ground Operations Kronos “no punches” from March 10<sup>th</sup> to March 31<sup>st</sup>, 2025.
- The Union is aware of instances after March 31<sup>st</sup> where no punches were still occurring due to the new time clock system. We have reported this to the company and have agreed to review each case individually.
- The Company confirmed that Training Coordinators/Station Trainers are only required to train IAM members.

### **Customer Care:**

- Your General Chairs met with Customer Care Leadership regarding the 59-second additional login:
  - You will only be required to log out of all applications at the end of your final shift each day. During breaks, between shifts, or within the same shift, only Avaya Workplace must be logged out, while other applications can remain open. (Leadership Update Customer Care Jan. 31<sup>st</sup>, 2025).
- Long calls were discussed, and the ACR filing must be completed on the day of. For any discrepancies, please see your Team Leader. We are continuing discussions for applicable overtime pay for long calls. In the meantime, follow Article 20 Grievance Procedure for any pay discrepancies.

### **SOS:**

- Discussions started regarding SOS duties and will continue during our next meeting.

The next summit is tentatively scheduled for the week of May 19<sup>th</sup>, but this will be confirmed later.

Thank you to all our Members for your support and solidarity as we have worked to resolve these ongoing issues. Your patience is greatly appreciated. If you have any questions or concerns, please don't hesitate to contact your local Shop Steward or a Southwest General Chair.

Sincerely and fraternally,

John M. Coveny, Jr.  
President/Directing General Chair

Oralia Beecher  
General Chair

April Butler  
General Chair

Kenny Champagne  
General Chair

Lorraine Fraser  
General Chair

Carrie Lessley  
General Chair

JMC/et al/td

cc: R. Johnsen, General Vice-President, Air Transport Territory  
E. Fraser, Chief of Staff, Air Transport Territory  
T. Regan, Airline Coordinator, Air Transport Territory  
J. Carlson, Air Transport Coordinator  
D142 Executive Board

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