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CSA Responsibilities Regarding Bag Movement

Dear Sisters and Brothers:

Following discussions today with Southwest Airlines leadership, I have received confirmation from Steve Goldberg that action has been taken at all locations regarding the BEBOP program. Specifically, the company has stated that **Customer Service Agents (CSAs) should not be moving bags down the jetway.**

This clarification is important, and we expect it to be upheld consistently across all stations. Additionally, the company has committed to providing a formal update on this matter **by Wednesday of next week.**

If you are still experiencing issues or being directed to move bags in contradiction to this guidance, **you must report it immediately.** Please reach out to your **General Chair through your local steward** without delay so we can address the matter directly with the company.

Your voice and vigilance are critical to ensuring that commitments made to our membership are honored. Thank you for your continued solidarity and support.

Sincerely and fraternally,

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

JMC/rr

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

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