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**District 142 Southwest Airlines Members:
Company Response Falls Short – Our Commitment to You Remains Strong**

Dear Sisters and Brothers:

District 142 wants to address the company's recent communication regarding IAM Customer Service Agents (CSA) and their responsibilities. While we appreciate their effort to clarify procedures, the letter falls short of the clear and consistent understanding we had in our discussions—specifically, that CSAs should only be checking baggage.

The language used in the company's directive is vague and open to interpretation, allowing for inconsistent application across stations. This lack of clarity has already led to confusion and, in some cases, undue pressure on our members.

We share your frustration. IAM District 142 is actively engaged in addressing this issue and will continue to push for a definitive and unambiguous directive that protects your role and responsibilities. Our position remains firm: CSAs should be checking bags not tasked with moving baggage.

District 142 stands with you. We are committed to ensuring fair treatment, consistent standards, and respect for the work you do every day. We will keep you informed as we continue to advocate on your behalf.

Sincerely and fraternally,

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

JMC/td

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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