



**IAM**  
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## **IAM/Alaska Airlines COPS Outsourced Reservations Grievances**

Dear Sisters and Brothers:

There has been some misinformation about the ability to file grievances against the Company for its continued violations of the COPS contract. Specifically regarding filing grievances for the outsourced reservations centers performing Alaska Airlines reservations.

Even though your stewards have collected a massive amount of information and data pertaining to the continuous violations, if reservations are made by anyone other than Alaska Airlines Reservations Sales Agents, or members of the COPS contract that are permitted to book reservations, **file a grievance**. If a record is found on Alaska Airlines ticket stock (027) from the outsourced reservations center, **file a grievance**.

Due to the overwhelming number of violations surrounding the outsourced reservations center and the Company's willful allowance of those violations, the Company has requested to hear all these grievances at its respective Grievance Review Board (GRB). The reason is that the Company will not allow local management to hear and/or grant these grievances.

The Union retains the right to file grievances as violations occur. Protecting our work is everyone's responsibility. The only way we can correct the violation of our Scope language is to **file a grievance**.

If anyone has any questions or concerns, please reach out to your General Chair.

Sincerely and fraternally,

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

Justin Bates  
General Chair

Sandy Field  
General Chair

Jason McAdoo  
General Chair

Mike Mead  
General Chair

Jesse Wilson  
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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