

Frequently Asked Questions (FAQ) about our Union

When did our Collective Bargaining Agreement (CBA) get ratified?

April 14, 2021. The final results of the vote can be found [here](#).

How long is our current contract for?

Five years. Our next contract is due to become amendable on April 14, 2026, however we do have the ability to open negotiations one year early beginning on April 14, 2025.

Where can I find a copy of our contract?

You can find a signed copy of your contract [here](#). You may download your contract to an electronic device of your choice for easy access.

Who is TWU?

TWU, which stands for Transport Workers Union of America AFL-CIO, is the labor union we, as a work group, voted to join in 2016. Local 578 was chartered after we ratified our first contract in April 2021.

TWU's website can be found [here](#).

Our TWU Local 578 website can be found [here](#).

Am I a member of the Union?

A Flight Attendant/Purser is considered a member of the Union once he/she/they completes the membership form [here](#), and continues to pay the monthly membership dues established by the Union.

Please note, FSI is not responsible for registering you for the Union, you are. If you are not sure if you are registered with Local 578, you can verify by looking at a paycheck paid on the 15th of every month. If you do not see a line item for Union Dues, then you are not registered and should sign up [here](#).

How much are the monthly membership dues?

Membership dues are \$26 per month. Dues are deducted out of your paycheck received on the 15th of every month by FSI and remitted to the Union.

What does it mean to be a member "in good standing"?

Any Flight Attendant/Purser who has fulfilled the requirements for membership, who is up to date with paying his/her/their monthly dues, and who has not voluntarily withdrawn nor been expelled or suspended by the Union is a member “in good standing.”

You must be “in good standing” to vote, make nominations, run for office, attend union meetings, or sit on a committee.

What do our union dues cover?

Union dues cover, but are not limited to, the cost of negotiating contracts, compensating union leaders, union representatives, and committee members where applicable, union trainings, union governance, and legal representation.

Do I have to be a member of the Union?

No. In lieu of applying for membership, a Flight Attendant/Purser may elect instead to pay the Union an agency fee for the administration of our contract and for the representation of such Flight Attendant/Purser if, and when, needed. This option is also known as being an “objector.”

How do opt out of being a member of the Union?

To opt out of being a member of the Union, click [here](#).

If you have properly opted out of being a member of the Union, you will still have \$26 per month deducted by FSI from your monthly 15th paycheck. Then, every three (3) months you will be refunded the amount of the dues payment that is not used for representation and upholding and negotiating the Contract. At FSI, this amount is approximately \$5 per month.

If you choose to be an agency fee objector, you will still be covered by the contract, however you will not be able to vote, make nominations, run for office, attend union meetings, or sit on a committee.

How do I register to be an agency fee objector?

Details on how to be an agency fee objector can be found [here](#).

What if I become delinquent in paying my dues as a member or agency fees as an objector?

If a Flight Attendant/Purser, who is a member of the Union, or who pays the agency fee, becomes delinquent in the payment of his/her membership dues/agency fee, such Flight Attendant/Purser will be notified that he/she/they are delinquent in the payment of membership dues/agency fees and is subject to discharge from his/her Flight Attendant/Purser position with FSI. Such a letter will also notify the Flight Attendant/Purser that he/she/they must remit the required payment within a period of fifteen (15) Calendar Days or be administratively discharged by FSI for just cause from his/her/their Flight Attendant/Purser position.

If, upon the expiration of the fifteen (15) Calendar Days, the Flight Attendant/Purser remains delinquent, the Union will so certify in writing to FSI, copy to the Flight Attendant/Purser, that the Flight Attendant/Purser has failed to remit payment within the grace period allowed and is, therefore, to be administratively discharged from his/her/their Flight Attendant/Purser position. The Company

will then take proper steps to discharge such a Flight Attendant/Purser from his/her/their position. Such discharge will be deemed to be for just cause.

What is a grievance?

A grievance is an official statement of a complaint over something believed to be wrong or unfair. The grievance process is the vehicle for removing unfair discipline, returning a terminated Flight Attendant/Purser to work, and/or resolving violations of the Contract.

Except in the case of job abandonment, a Flight Attendant shall not be disciplined or discharged without being afforded a fact-finding or investigatory meeting. Any discipline issued must be for “just cause.”

How do I file a grievance?

The grievance must be filed in writing with the President of the FSI or her/his/their designee at FSIGrievances@FlightServicesIntl.com.

Filing of the grievance for anything other than a discipline or discharge should occur only after the Flight Attendant/Purser has first met with and discussed the issue with her/his/their immediate supervisor from FSI management.

Documented verbal discussions are not considered "discipline" and may not be grieved.

In cases involving discipline or discharge, grievances must be filed within fourteen (14) Calendar Days of the date upon which the Flight Attendant/Purser receives written notice of the discipline or discharge.

In cases other than discipline or discharge, grievances must be filed within thirty (30) Calendar Days of the time the Flight Attendant/Purser(s) became aware or should have become aware of the factual circumstances giving rise to the grievance.

All grievances must reasonably detail the facts upon which the grievance is based, the specific Agreement provisions the Flight Attendant/Purser or the Union believes were violated by the Company, and the specific relief sought.

If I am required to attend a meeting with Management, can I have a Union Representative?

Yes, it is very important that if you are called in for a meeting or even called on the phone for any meeting that could result in discipline that you request a Union Representative. This will ensure that you are treated fairly, within contractual time limits, and that if any kind of discipline is issued, you will have the proper documentation to contest it if it is not for “just cause”.

What is a System Board of Adjustment?

Once a grievance is filed, the Union will attempt to resolve it in favor of the Flight Attendant/Purser. If a resolution cannot be reached, it proceeds to the System Board of Adjustment (SBA) which is a legal procedure where the Union and Company present their cases and evidence and a trained, neutral Arbitrator makes the decision.

Disclaimer: The FAQ sheet was composed as a guide to assist our members with understanding what a union is and how it benefits its members, but it does not include everything outlined in the contract between FSI, its employees, and Local 578. Everyone is expected to review his/her/their contract with FSI in its entirety. If there is ever any conflicting and/or missing information between the contract and this FAQ sheet, the contract supersedes this FAQ sheet.