

Hello TWU Local 578 Family!

I am excited, and humbled, to be addressing you for the first time as our new union President. As many of you are aware, getting our Executive Board in place, which consists of our President, Vice-President, and Financial Secretary/Treasurer, has been met with a few challenges. But, after holding a Special Election this past January, we are happy to now have all three positions filled and ready to go to work for **YOU!** I, Nikki Doby, will serve as our union's President. Jacob McCarthy will serve as our union's Vice-President. And Dionne Alexander-Fry will serve as our union's Financial Secretary/Treasurer.

There may be some members questioning why they did not get a chance to vote for your Local 578 officers? The three members of our Executive Board were elected by acclamation. This means that we were the only ones nominated in our respective positions, so we went uncontested. Being that we were uncontested, there was no need to go through the formal and costly balloting process, as the outcome was inevitable. It is important to us that our members understand this because it is important to us that you know that even though we were elected by acclamation, your voice matters.

It is also important to us that you know that we are aware that there are very mixed views amongst the Flight Attendants and Purser's regarding having a union, especially after our slow start. But given the chance, we will work hard to earn our memberships' trust in us, and in our union, by proving to you that getting unionized was worth the growing pains that we have endured. Though many of us admittedly love our job, there is always room for improvement. Local 578 was assembled to give us one unifying voice, empowering US to advocate on OUR behalf for those needed improvements as they continuously arise.

Like most things, unions have their pros and cons. But one thing that is unquestionable, unions are better, stronger, and more impactful when the membership does its part. In the coming weeks, we will be putting out calls for members to sign up as a union representative and/or committee member (committees to be determined). We urge everyone to take an active role in the affairs of Local 578. Whether it is serving as a union rep, serving on a committee, taking part in elections, attending membership meetings regularly, or simply being a positive voice by helping colleagues understand the critical issues we are championing for, etc., Local 578 will be more effective if you get involved.

YOU are the union. WE are the union. Everyone's involvement lends towards making a positive difference. We are better together. Working as ONE – elected leadership, union reps, committee members, and membership – Local 578 will be an effective vehicle to bring about necessary improvements for our workplace environment and work-life balance for our members.

I do not believe in making empty promises, so I cannot promise that we will win EVERY cause that we advocate for. But as your President, I can promise our membership that if we cannot give you a "yes," when possible, we will give you a "why." Why did we not get what we advocated for? I stand by this promise because I believe that with understanding comes calm, and with calm comes peace. And peace at your place of work is one of the most important things, besides a livable wage, that this union hopes to improve upon.

In keeping with that promise, we realize that there is still some confusion regarding the purpose of a union and how it works. I have included a Frequently Asked Questions (FAQ) sheet on our website that includes questions and answers regarding our union, its membership, dues/agency fees, the process of filing a

grievance, etc. Hopefully, this will begin to clear up some of the questions about our union that may be still lingering out there.

I am also promising to increase our communication with our membership. One of our first orders of business is to broaden our means of communicating with you. We are working on getting a domain for Local 578 and official email accounts set up for our officers. Look for a Facebook group to be created in the near future for those that use social media. We are researching platforms, such as Teams, for those that do not use social media. And, we plan to eventually have a quarterly newsletter that will keep you apprised of everything that we are working on behind the scenes on your behalf. Hopefully, implementing these platforms will alleviate some of the frustration we are very much aware of when it comes to getting regular updates from our union.

In closing, we ask everyone to please keep an open mind and be patient with us as we move forward. We ask that if you have not already registered with the union, please do so as soon as possible. We ask that our members please get involved where your skill sets are most applicable. Finally, we ask that we all work together to take this job that we love so much to the next level.

I am excited to see where we go from here. I hope you all are as well.

Sincerely in Solidarity,

A handwritten signature in blue ink, appearing to read "Phillip Arroy".

President, TWU Local 578

One Team, One Dream

5y.twu.org

Attachment: Frequently Asked Question (FAQ) Sheet

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](#).

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, 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 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 and that if any kind of discipline is issued, you will have the proper documentation to contest it.

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.