



A Newsletter to Connect CWA Passenger Service Professionals

This is the CWA Agents Connected newsletter. CWA represents over 20,000 passenger service and fleet service employees at American Airlines, including mainline American Airlines and regional carriers Piedmont and Envoy. In this newsletter we cover stories of interest to agents at all three airlines. If you'd like to suggest a story or share a picture of you and your co-workers taking action to build our union, email us at info@cwaagents.org.

Fall 2021

Vaccine Mandate Alerts and Updates

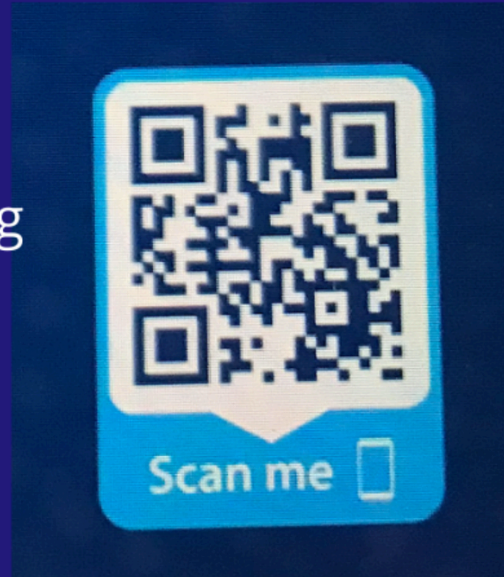
The Federal government has implemented two *COVID-19 vaccine mandates*, one for any business that has Federal contracts and one for any business with more than 100 employees. American Airlines will follow the federal mandate, which requires employees of American mainline, Piedmont, and Envoy to be vaccinated.

CWA Director of Passenger Service, Marge Krueger, recently shared key alerts and updates to vaccine mandate policies and procedures:

- **Members should be sure to upload their COVID-19 vaccine records before Wednesday, November 24, 2021.** Even if you previously uploaded information when applying for an incentive from the company for paid time off and points, you must still upload your records again to another database associated with the QR code in the image above. Full instructions are available on JetNet.
- **On or about December 8, 2021,** if a member has not registered their compliance with the mandate, their manager will meet with them and their union representative to discuss the vaccine policy and offer assistance with a request for accommodation.
- The member will have some time to think about the conversation. If they still do not comply, there will be a follow-up meeting. The company will adhere to our contract when determining what course of action to take if members do not request an accommodation and do not get vaccinated. The company is not interested in terminating anyone.
- Envoy and Piedmont have determined that when OSHA guidelines are released by the federal government, they will apply to Envoy and Piedmont employees. As soon as a more detailed plan is released for Envoy and Piedmont we will send information out to members and request any legal remedies we can.

Don't Forget: November 24

is the deadline for submitting
proof of vaccination as
required
by federal mandate.
**Just scan the code
to get started.**



About Accommodations to the Mandate

Employees have until November 24 to register their compliance with the vaccine mandate and may apply for an accommodation if they believe they cannot be vaccinated because of a legitimate medical reason or deeply held religious beliefs. **A form to apply for accommodations is available on Jetnet.**

The company will review applications for accommodation on a case-by-case basis. If a member is denied an accommodation, time will be available to provide more information and re-apply.

Accommodations may look different for different members. For example, an accommodation for a CSA working at the airport may be different from one for a home-based res agent. The CSA may have to wear an N-95 mask and test regularly. A home-based res agent may be able to work from home and not go into the office for any reason. These are just hypothetical scenarios, not specific accommodations.

CWA has requested meetings with management to discuss the issue because it is a change in status quo benefits and terms and conditions of employment. Rest assured, our union will fight to ensure that all members with legitimate medical reasons and/or deeply held religious beliefs have the right to an accommodation, which will allow them to work.

This situation is evolving. We are monitoring the policy and evaluating the legal remedies that may be available to members.

Every Airport Worker Deserves Fair Pay

During a virtual Congressional Roundtable discussion on October 7, CWA Local 3645 President Donielle Prophete (CLT) and CWA Local 3146 President James McKnight (MIA) joined members of other airport workers' unions to demand baseline federal wage and benefit standards be mandated for any airport that receives federal funding.

The three major airport service workers unions—CWA, SEIU, and UNITE HERE—are calling on Congress to establish uniform standards at airports that receive federal dollars and to apply those standards to all workers, including those who work for contractors. Although airports receive billions of dollars in federal funding annually, there are no uniform wage and benefit standards for frontline airport workers.

Donielle and James raised the alarm about the impact of low wages and inequality on the nation's aviation system, speaking directly to members of the House and Senate Appropriations Committees and to members of the news media.

"Congress should put requirements on this funding that will protect wages and benefits for airport workers and level the playing field so that all the workers—whether you work for a mainline carrier, a subsidiary, or a contractor—get paid a fair wage and have good benefits," said Donielle, a Piedmont ground services employee for 17 years.

She also told the panel about the new dangers airport workers have faced over the past year and a half with the FAA recording almost 4,000 cases of unruly passengers since January 2020. And she shared the story of a Charlotte passenger service agent who was violently attacked by a drunk passenger earlier this year.

James McKnight—who has worked at Envoy for 23 years—talked about the toll the pandemic has taken on essential workers, including passenger service agents.

"Even before the pandemic, the stress of long hours and low wages contributed to high turnover and an unsafe working environment, where workers are pushed to meet intense deadlines to get planes out on



time," said James. "Some agents work sixty hours per week just to make ends meet. The stress and mental fatigue of working multiple double-shifts in a row is not sustainable, which leads to high turnover. Low wages also contribute to a high rate of turnover among Envoy agents—estimated at more than 40% annually. This dynamic has intensified during the pandemic."

Airline passenger service agents and other airport workers have fought for and won local and state living wage standards, mandated employer supplements for healthcare, sick days and other important protections in some locations. But some airport workers are still paid just \$7.25 an hour with little to no healthcare or sick days.

Airport workers and our unions are calling on Congress to address the patchwork of wage, benefit, safety and emergency-preparedness standards that can needlessly put workers, passengers, and communities at risk.

Show your support for good aviation jobs by signing on to [this statement](#) today.

STAY CONNECTED

If you haven't visited our website for awhile, please check out [CWA Agents.org](#). We've updated the "Find Your Local" section and have added several new Piedmont locals. To stay up-to-date on bargaining, mobilization, and other issues, be sure to follow us on Facebook at [American Agents Connected](#), [Piedmont Agents Connected](#), and [Envoy Agents](#).

CWA Agents
501 3rd Street, NW
Washington, DC 20001
202-434-1100
info@cwaagents.org

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