

# With CWA, Agents Have Real Job Security

Job Security Protection	US Airways	American Airlines
Station work – Customer Service Agent, Club	<p><b>Agent work that may not be contracted out:</b>            Ticketing; booking and confirming flight reservations; baggage at ticket counters and gates; queuing lines at ticket counters and gates; passenger check-in, seat assignment and boarding announcements; handling of oversold flights; providing connecting passengers with gate information; processing and tracing mishandled or damaged baggage; boarding and deplaning non-ambulatory special assist passengers between the seat and the aircraft threshold; assisting, boarding and deplaning unaccompanied minors; passenger boarding and associated duties; vouchers; upgrades; operation of jetways; local arrival announcements; delivery of flight documents; flight close-out procedures; PDQ shipments; assisting passengers at kiosks.<sup>1</sup></p>	<p>Airport work may be transferred to American Eagle or to contractor.            Over 30 stations with mainline flights are already completely contracted out. Kiosk work, and bag drop is outsourced at all stations.</p>
New American Airlines	<p>The existing CWA contract will remain in effect after the merger until a new agreement is completed or there is a change in the status of the bargaining unit.</p>	<p>Agents are at-will employees.<sup>2</sup></p>
Former main-line stations becoming regional carriers	<p>No contracting out work. Agents remain covered by US Airways contract with no change in pay or benefits or loss of seniority for such work.</p>	<p>Must apply for American Eagle jobs, if accepted only receive pay and benefits of Eagle employees.</p>
Station work status	<p>Passenger Service employees will not be displaced from a station, or be reduced from full-time to part-time status as a direct result of the assignment of ticket lift and/or boarding pass lift/verification or operation of jetways to other US Airways employees.</p>	<p>No work is protected.</p>
Discipline and Discharge	<p>Just cause standard for discipline and discharge. Right to CWA representative at any meeting, right to neutral arbitration.<sup>4</sup></p>	<p>No just cause standard, peer witnesses<sup>5</sup> allowed, no neutral arbitration</p>

1. Limited work may be done by a contractor in addition to agents

2. As part of the bankruptcy process, American converted airports and airport jobs to American Eagle and also reduced agent work by transferring work to contractors. Once the new American is in place, ARP work not covered by the US Airways contract would be at the sole discretion of management.

4. Wikipedia.org/wiki/just\_cause: “Just cause provides protections against arbitrary or unfair termination and other forms of inappropriate workplace discipline.

5. Peer witness: Must be silent attendee with the same job title and performs the same job function as grievant.

Learn more about the difference representation with CWA can make:

[American-Agents.org](http://American-Agents.org)